

TRICARE Provider Resources



Resource	Services Provided	Contact Info
Health Net Resources		
Health Net Customer Service Line	TRICARE benefits, patient responsibility, claims status, eligibility inquiries, referrals, authorizations, and TRICARE allowable charge rates	1-877-TRICARE (1-877-874-2273)
Health Net Web Site	Electronic claims submittal, claims and status checks, electronic funds transfer, patient eligibility verification, network provider directories, electronic forms, consult report submittal and coordination, catastrophic cap queries and deductible queries by patient, TRICARE allowable charge rates, TRICARE benefits, patient responsibility, referral and authorization requirements, preventive care, FAQs, and program updates	www.healthnetfederalservices.com
Health Net/PGBA Electronic Claims Filing Assistance	Electronic claims submittal, claims and status checks, electronic funds transfer, patient eligibility verification, network provider directories, electronic forms, consult report submittal and coordination, catastrophic cap queries and deductible queries by patient, assistance with selection, and support for electronic claims submittal	www.mytricare.com 1-877-EDI-CLAIM (1-877-334-2524)
Eligibility	Verify TRICARE patient eligibility	www.healthnetfederalservices.com 1-877-TRICARE (1-877-874-2273)
Benefits and Patient Responsibility	Inquire about TRICARE covered and non-covered benefits and patient financial responsibility	www.healthnetfederalservices.com 1-877-TRICARE (1-877-874-2273)
Health Care Finders	Help beneficiaries locate TRICARE providers and other resources	1-877-TRICARE (1-877-874-2273)
Registered Nurse Service	Provide clinical review for prior authorizations, quality, and coordination of care/referrals	1-877-TRICARE (1-877-874-2273)
Prior Authorizations	For inpatient and select outpatient procedures requiring approval prior to receiving care	1-877-TRICARE (1-877-874-2273) Fax: 1-888-299-4181
Prior Authorization and Referral Status Check	For immediate status updates on prior authorization and referral requests	1-877-TRICARE (1-877-874-2273) Fax: 1-888-299-4181
Fraud and Abuse Hotline	To report suspected health care fraud or abuse	1-800-977-6761

Resource	Address	Phone Number/Web Address
Claims Filing Information		
TRICARE Claims	Health Net Federal Services, Inc. c/o PGBA, LLC/TRICARE P.O. Box 870140 Surfside Beach, SC 29587-9740	www.healthnetfederalservices.com www.mytricare.com 1-877-TRICARE (1-877-874-2273)
TRICARE For Life Beneficiaries <i>(Be sure to submit claims to Medicare first)</i>	WPS TRICARE For Life P.O. Box 7890 Madison, WI 53708-7890	www.tricare4u.com 1-866-773-0404 1-866-773-0405 (TDD)
Civilian Health and Medical Program of the Veterans Affairs (CHAMPVA) <i>(For claims older than one year)</i>	VA Health Administration Center CHAMPVA P.O. Box 65023 Denver, CO 80206-9023	1-800-733-8387 www.va.gov/hac
Civilian Health and Medical Program of the Veterans Affairs (CHAMPVA) <i>(For claims less than one year old)</i>	VA Health Administration Center CHAMPVA P.O. Box 65024 Denver, CO 80206-9024	1-800-733-8387 www.va.gov/hac