

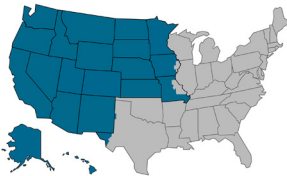
September 2016

Dear Provider,

As the longest serving managed care support contractor for TRICARE, the Department of Defense's (DoD) uniformed health care program, Health Net Federal Services, LLC (HNFS) is honored to provide health care services to active and retired military service members and their families.

TRICARE is currently managed in three regions in the United States (North, South, West), with HNFS managing the TRICARE North Region since 2004. In 2017, these regions will condense to two – TRICARE East (merges the current North and South regions) and TRICARE West – under the next iteration of TRICARE known as T2017.

In July 2016, the DoD awarded the T2017 TRICARE West Region contract to HNFS, with health care delivery expected to start mid-2017. We welcome the opportunity to support our service members and their families in the TRICARE West Region and invite you to *join our provider network as we carry on the vital mission of the TRICARE program*. TRICARE covers a wide range of health care benefits you can help us deliver. Together, we can continue to provide health care excellence for our nation's best.



---

*We invite you to join our provider network as we carry on the vital mission of the TRICARE program.*

---

Health Net Federal Services currently completes processing of clean claims for our TRICARE North Region providers in less than five days and offers online self-service tools to streamline your TRICARE transactions. Our TRICARE network providers agree to use Web-based tools to check beneficiary eligibility, validate whether a service requires prior authorization, submit prior authorization and referral requests, and submit claims electronically. In addition, network providers must agree to accept a discount off the TRICARE maximum allowable charge.

Please review the T2017 Frequently Asked Questions (FAQs) on the back side of this letter and the enclosed Join Our Network form. To join the HNFS network, complete and return the form to request a T2017 Network Provider Agreement. Health Net Federal Services greatly values your commitment to the health and well-being of our active and retired service members and their families. Please contact us at [HNFST2017ProvRel@Healthnet.com](mailto:HNFST2017ProvRel@Healthnet.com) with questions not addressed in the FAQs.

Sincerely,



James A. Jones  
Vice President  
Health Net Federal Services

Enclosure: T2017 Join Our Network form

# T2017 Frequently Asked Questions

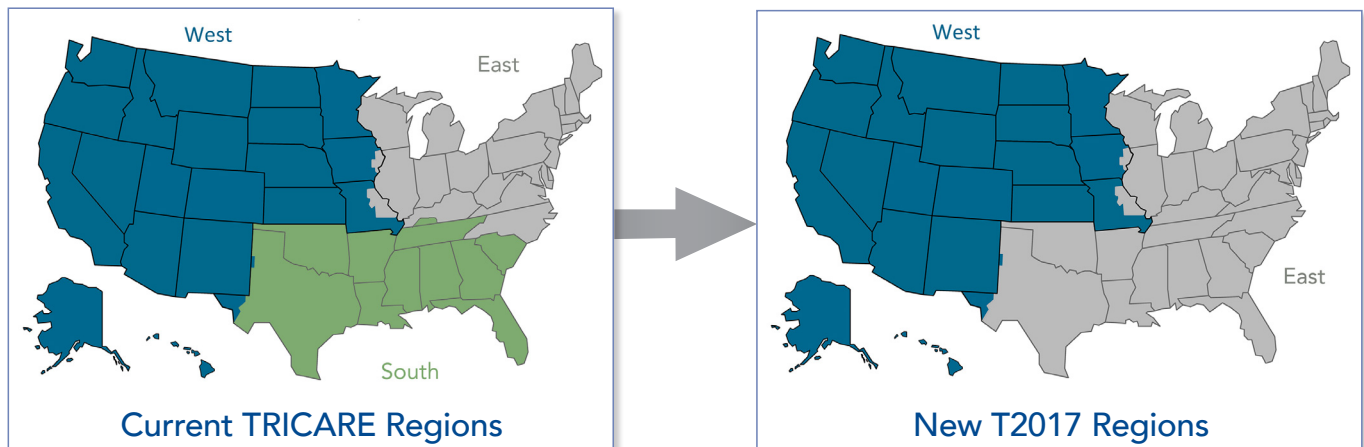
## When and to whom were the T2017 TRICARE Managed Care Support Contracts awarded?

On July 21, 2016, the U.S. Department of Defense (DoD) awarded two regional TRICARE contract awards for 2017:

- TRICARE West awarded to Health Net Federal Services, LLC (HNFS)
- TRICARE East awarded to Humana Military

## Why is the DoD transitioning to only two TRICARE regions in the United States?

The DoD reduced the number of TRICARE regions in an effort to standardize how beneficiaries receive their TRICARE benefits. The TRICARE South and TRICARE North Region will combine to form the new TRICARE East. Geographically, the West Region will remain the same.



## When is the start of health care delivery for T2017?

The DoD anticipates the start of health care delivery to be mid-2017.

## Will there be changes to the TRICARE benefit?

While the TRICARE benefit won't change, beneficiaries and providers can expect changes in how care is accessed and to some processes. Health Net Federal Services will issue additional information, once available, to network providers prior to the start of health care delivery.

## Why am I receiving an HNFS Join Our Network form?

Health Net Federal Services is reaching out to providers in an effort to build a robust provider network in the T2017 TRICARE West Region prior to the start of health care delivery.

## If I sign an HNFS T2017 TRICARE Network Provider Agreement, will my network agreement with UnitedHealthcare (the current TRICARE West Region managed care support contractor) terminate?

No, any current TRICARE Network Provider Agreements with UnitedHealthcare for the TRICARE West Region will remain in effect until the end of the current TRICARE contract, which the DoD anticipates to be mid-2017. Health Net Federal Services and UnitedHealthcare will coordinate efforts to ensure a smooth transition and minimize any impact on you and/or your TRICARE patients.

## My practitioner(s)/health care delivery organization was credentialed by UnitedHealthcare. Am I required to credential them with HNFS?

Yes, HNFS is required to conduct a credentials review on each network provider to determine if the provider meets the minimum requirements of the Defense Health Agency, HNFS and URAC. As part of the provider agreement process, medical, surgical and/or behavioral health providers must complete this HNFS credentialing process.\*

*\*Most behavior health providers are contracted and credentialed through Managed Health Network, Inc. (MHN), a subsidiary of Centene Corporation.*

## When will my HNFS T2017 TRICARE Network Provider Agreement become active?

Your HNFS T2017 TRICARE Network Provider will become active on the first day of T2017 health care delivery, which the DoD anticipates to be mid-2017. However, the contracting and credentialing processes must be completed in advance to ensure our directories are current for health care delivery.

## Where can I find additional information?

Please visit [www.tricare.mil/changes](http://www.tricare.mil/changes) for up-to-date information on the T2017 transition.