

Processing Claims for Out-of-Region Care

If you have treated a TRICARE patient from another TRICARE region, please remember to submit the claims to the TRICARE region where the beneficiary resides and/or is enrolled in TRICARE Prime for faster payment. TRICARE pays where the beneficiary resides or is enrolled, as opposed to Medicare, which pays based on where the services are rendered.

For example, if a provider in the West Region cares for a TRICARE Prime, TRICARE Prime Remote, or TRICARE Prime Remote for Active Duty Family Members beneficiary from a state located in the North or South regions, the provider should submit the claim to the appropriate region to expedite payment. TriWest's claim processor Wisconsin Physicians Service (WPS) will forward the claim to the appropriate region, but it may result in a delay in payment.

Additionally, network status does not apply for out-of-region TRICARE beneficiaries. For example, if a beneficiary is from the North Region and sees a network West Region provider, the North Region Managed Care Support Contractor will pay the claim as out of network.

Here are the specific states/areas of TRICARE coverage by region and contact information:

North Region

1-877-TRICARE (1-877-874-2273)

Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa (Rock Island Arsenal area only), Kentucky, Maine, Maryland, Massachusetts, Michigan, Missouri (St. Louis area only), New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Tennessee (Fort Campbell area only), Vermont, Virginia, West Virginia, and Wisconsin. Paper claims should be sent to:

Health Net Federal Services, LLC
c/o PGBA, LLC/TRICARE
P.O. Box 870140
Surfside Beach, SC 29587-9740

South Region

1-800-403-3950

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee (excluding the Ft. Campbell area), and Texas (excluding the El Paso area). Paper claims should be sent to:

PGBA South Region Claims Department
P.O. Box 7031
Camden, SC 29020-7031

West Region

1-888-TRIWEST (874-9378)

Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa (excluding the Rock Island Arsenal area), Kansas, Minnesota, Missouri (excluding the St. Louis area), Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Texas (the southwestern corner only, including El Paso), Utah, Washington, and Wyoming. All West Region claims should be submitted electronically.



TriWest Healthcare Alliance provides access to quality health care for 2.7 million members of America's military family in the 21-state TRICARE West Region.