

# RAO NEWSLETTER 2022-11 - Changes to TRICARE Expected in 2024

A new TRICARE contract that facilitates beneficiary health care in the civilian sector, known as T-5, is expected to start in 2024. The changes will improve the delivery, quality, and cost of health care services for service members, retirees, and their families.

There will continue to be two regional contractors. On December 22, 2022, the Defense Health Agency (DHA) announced that Humana Government Business and TriWest Healthcare Alliance Corporation will be the regional contractors, also known as managed care support contractors. If you live in the TRICARE East Region, Humana Government Business (Humana Military) will administer your health plan and provide TRICARE coverage. If you live in the TRICARE West Region, TriWest Healthcare Alliance Corporation will administer your health plan and provide TRICARE coverage.

“I am pleased that our new T-5 TRICARE contracts will continue to focus on enhancing the experience of care and great health care outcomes for our service members, retirees, and their families,” said Lt Gen Ronald Place, Director, Defense Health Agency.

## Six states move to West Region

The biggest change is the shift six East Region states will make to the West Region. This will affect approximately 1.5 million beneficiaries. The states moving from the East Region to the West Region are:

- Arkansas
- Illinois
- Louisiana
- Oklahoma
- Texas
- Wisconsin

Moving these six states into the West Region will create a more even balance to the TRICARE population each regional contractor manages. The move will also streamline processes and standards for both regions.

What does this mean for you? The DHA has targeted January 2024 for the changes to take place. Throughout 2023, the same regional contractor will continue to manage your TRICARE health plan:

- East Region—[Humana Military](#)
- West Region—[Health Net Federal Services, LLC](#)

You don't need to take any action right now. How you get your health care won't change during the transition period through 2023. If you live in one of the states that's going from the East Region to the West Region, the DHA and TRICARE regional contractors have a variety of communications planned throughout the year. You'll learn how the transition will occur—and any action you need to take—so your TRICARE benefits can continue seamlessly.

Be sure to check the [Defense Enrollment Eligibility Reporting System](#) (DEERS) to confirm all your information is current. This will help make sure you won't miss important communications regarding your TRICARE benefit.

### **New contract focuses on care**

Built into the new contract is an ongoing commitment to improving access to and quality of health care services. The regional contractors will do this in a variety of ways, including:

- Supporting innovation and health care industry best practices
- Creating efficient ways to reduce health care costs
- Providing a foundation for future health care demonstrations and pilots
- Improving how military hospitals and clinics and civilian care can work together to enhance patients' health care experience

Some of the changes to the TRICARE health plan will happen behind the scenes, but every change will help support you by providing:

- More efficient referral transfers between the two regions
- Greater provider network flexibility
- Improved beneficiary choice
- Enhanced telehealth appointments

“The DHA wants to improve your health care experience and provide a seamless and timely transition for you and your family,” added Place.

### **Stay in the know**

Transition planning time is scheduled for one full year. This is to ensure health care delivery is ready for all 9.6 million beneficiaries on day one of the new contract. Stay tuned for valuable information about the upcoming changes. Sign up for [email alerts](#) from TRICARE.

**SOURCE: TRICARE Communications** - Dec. 22, 2022