

Provider roster upload self-service

Frequently Asked Questions (FAQ)

How can providers access the provider roster upload self-service?

An invitation is emailed asking the provider to give a password to access, which will need to be requested, as instructed in the invitation. The password is entered and access to the self-service is granted. For convenience, users can bookmark the site on their web browser. Each time the provider accesses self-service, the user will be prompted to enter a password. If you have additional questions, or if you need to request your email invitation to be sent again, please contact your TRICARE Community Liaison (TCL).

How do I know my file was successfully uploaded?

A successfully uploaded file will automate a timestamped message, letting you know it was passed on for processing.

How will I know if I did not upload my file successfully or the file contained errors?

A file or template with errors will automate with an error message with instructions to submit the corrected file.

How long does the process take once records are successfully submitted?

Data will be available 10-15 business days after it is uploaded.

Where can I find more instructional information about the upload process within self-service?

See the helpful information file from the self-service dashboard, or reach out to your TCL.

Can I upload a Microsoft Word Online or Microsoft Excel Online file via self-service?

No. Please only update your provider roster file. Traditional Microsoft Excel files are accepted.