

# Availity Training

## Quick Reference Guide

### Key Points:

- ➔ TriWest leverages Availity as its one-stop shop for all information and training for the Department of Veterans Affairs (VA) Community Care Network (CCN): [www.availity.com](http://www.availity.com).
- ➔ The Availity portal is a multi-payer site where you can use a single user ID and password to work with TriWest and other participating payers online.
- ➔ Providers will need to register for a free Availity account to access all TriWest information, webinar sessions, quick reference guides, and the Provider Handbook, through a Secure Login on Availity.
- ➔ Follow the step-by-step instructions to access TriWest Payer Space, CCN training opportunities and other important information.
- ➔ Have questions regarding the Availity portal capabilities for TriWest? Please visit <https://www.availity.com/triwest> or call Availity at 800-282-4548.

### Register and Login

Availity is compliant with all Health Insurance Portability and Accountability Act (HIPAA) regulations, and there is no cost for providers to register or use any of the online tools.

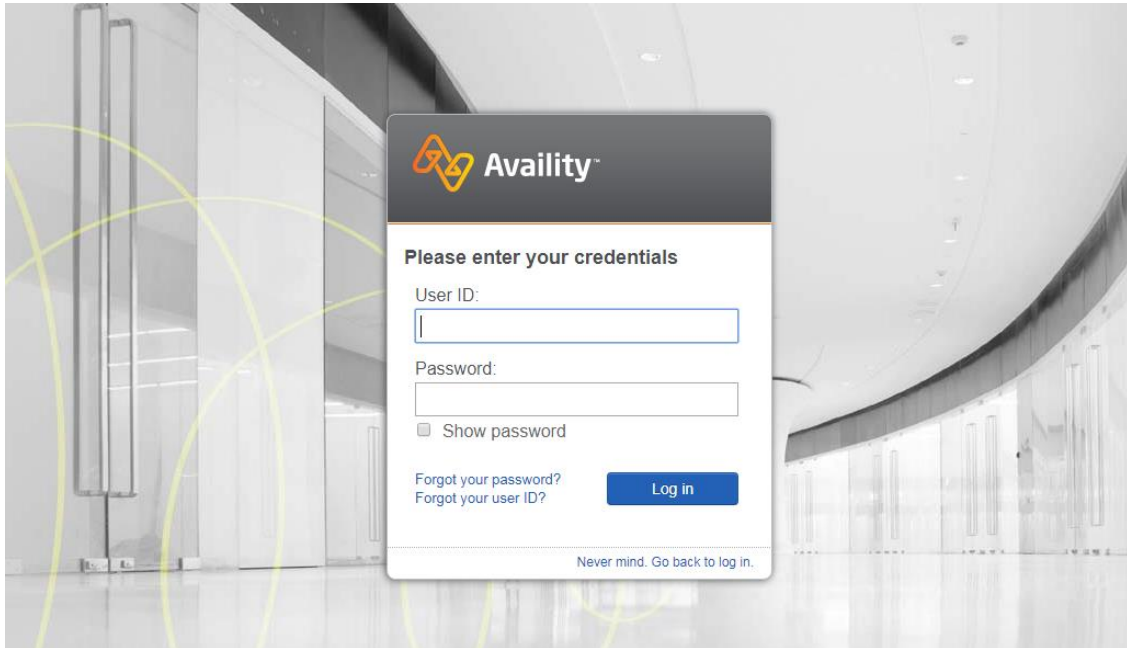
- ➔ **If you are not registered for the Availity portal, please [register now](#) so you have access to the most up-to-date resources and tools for working with TriWest.**
- ➔ To begin, visit <https://www.availity.com/triwest> and click on REGISTER in the top right corner.



Streamlining your eligibility and benefits, claims management, and authorizations

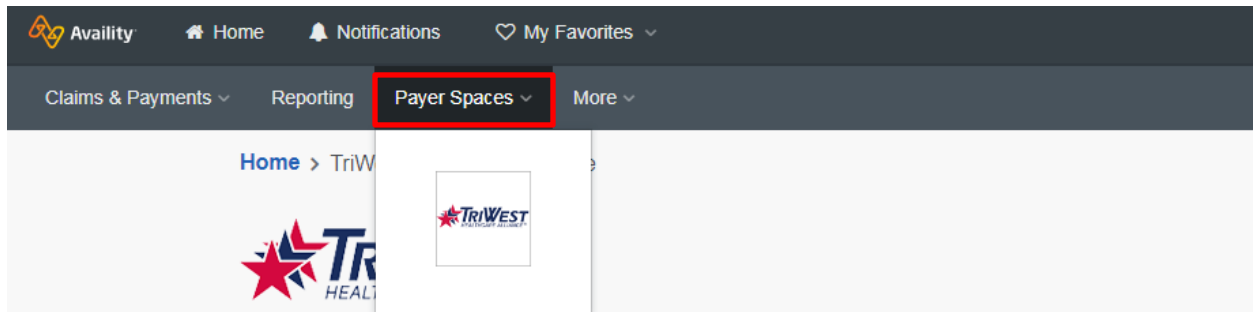
Refer to this [quick registration overview PDF](#), or for more details, review this [recorded registration demo](#).

Once you have registered for a free account, you will login to Availity with your User ID and password credentials moving forward.



## TriWest Payer Space

You may hear or read about the TriWest Payer Space on Availity. It is the prime source to review our library of Quick Reference Guides, the Provider Handbook, and access the TriWest Learning Center for training opportunities. Access it by clicking the “Payer Spaces” option located on the top bar of the main screen.



TriWest Payer Space displays three main options on the screen when you click it:

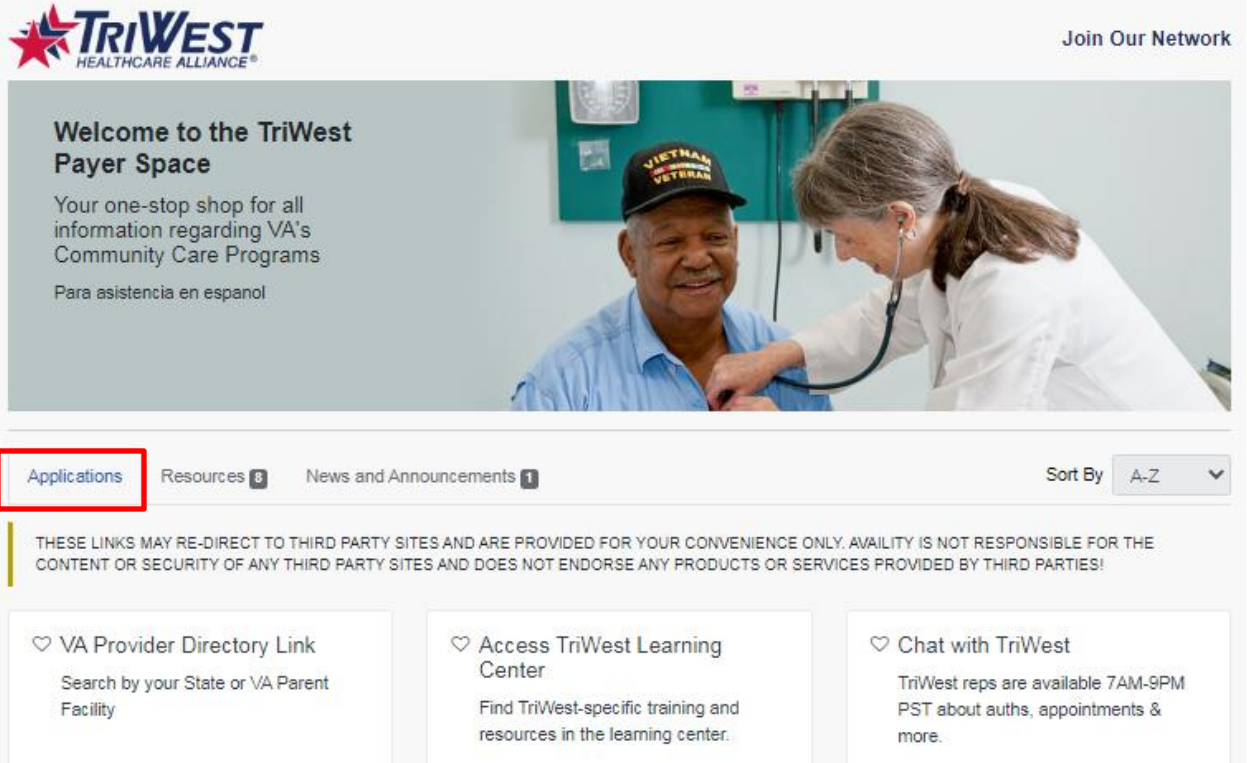
- Applications
- Resources
- News and Announcements

## Applications

Some of what you can do:

- ➔ Access the TriWest Learning Center – register for live webinar sessions on CCN, or sign up for on-demand eSeminar Learning Paths

- Access the VA Patient List, where you can view appointment and approved referral/authorization information
- Access real-time pharmacy dispensing information to help prevent medication errors when prescribing to Veterans
- Link to the Dental Office Toolkit (dental providers only)
- Do much more just with a few clicks



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### Welcome to the TriWest Payer Space

Your one-stop shop for all information regarding VA's Community Care Programs

Para asistencia en español

Applications Resources 8 News and Announcements 1 Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- ♥ VA Provider Directory Link  
Search by your State or VA Parent Facility
- ♥ Access TriWest Learning Center  
Find TriWest-specific training and resources in the learning center.
- ♥ Chat with TriWest  
TriWest reps are available 7AM-9PM PST about auths, appointments & more.

### Patient List

Under the Applications tab, there is a new read-only application called VA Patient List where you can access basic appointment and approved referral/authorization information.

The screenshot shows a navigation menu with 'Applications' highlighted in a red box. Below the menu is a disclaimer: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. There are six application tiles: 'VA Provider Directory Link', 'Access TriWest Learning Center', 'Chat with TriWest', 'Physician Fee Schedule Search', 'VA Patient List' (highlighted in a red box), and 'VA Urgent Care Eligibility Quick Check'. Each tile includes a brief description of the service.

After clicking “VA Patient List,” you can access basic appointment and referral/authorization information for the past 30 days, for the next 30 days, or customize the search as needed.

The screenshot shows the 'VA Patient List' search interface. At the top, there is a 'Give Feedback' button. Below it is a search bar with the text 'Organization' and a dropdown menu showing 'TriWest Healthcare Alliance Corp • Tax ID: ██████████'. Below the search bar are four buttons: 'No Appointments Scheduled' (with a red 'X' icon), 'Appointments Past 30 Days' (with a calendar icon), 'Appointments Next 30 Days' (with a calendar icon), and 'Custom Search' (with a magnifying glass icon).

### Urgent/Emergent Pharmacy Dispensing App

You can now look up the medication prescribed to Veterans via the Urgent/Emergent Pharmacy Dispensing app. The dispensing information is only applicable to urgent/emergent retail claims submitted through CCN. It is not applicable to mail-in pharmacy or routine medication claims.

Search by Member ID or claim number (claim ID). Once a match is found, the fields will auto-populate with the claim number, Veteran’s name, ID, and group number. It will also show the prescription number, brand, quantity, days’ supply, prescriber, and pharmacy.

All medications must be prescribed in accordance with the [VA National Formulary](#).

### Urgent/Emergent Pharmacy Dispensing Information

Pharmacy Dispensing Information Search

Search by

Claim ID  Date Range (optional) From  - To

Member

Search for urgent/emergent pharmacy claims by entering a claim ID or member information

**DISCLAIMER:**

The dispensing information below is only applicable to urgent/emergent retail claims submitted through the Community Care Network. It is not applicable to mail-in pharmacy or routine medication claims handled directly by a VA Medical Center.

All medication must be prescribed in accordance with the [VA National Formulary](#).

Information provided below is for informational purposes only; TriWest is not providing any clinical direction and providers should use their independent clinical judgement in making any prescribing decisions.

Please reference the [Pharmacy Quick Reference](#) for more information about prescribing medication for Veterans.

### TriWest Learning Center

Under the applications tab, you can also access the TriWest Learning Center to get customized learning opportunities for the most current information about CCN. Follow the instructions below to access preferred learning modules.

TriWest Healthcare Alliance logo

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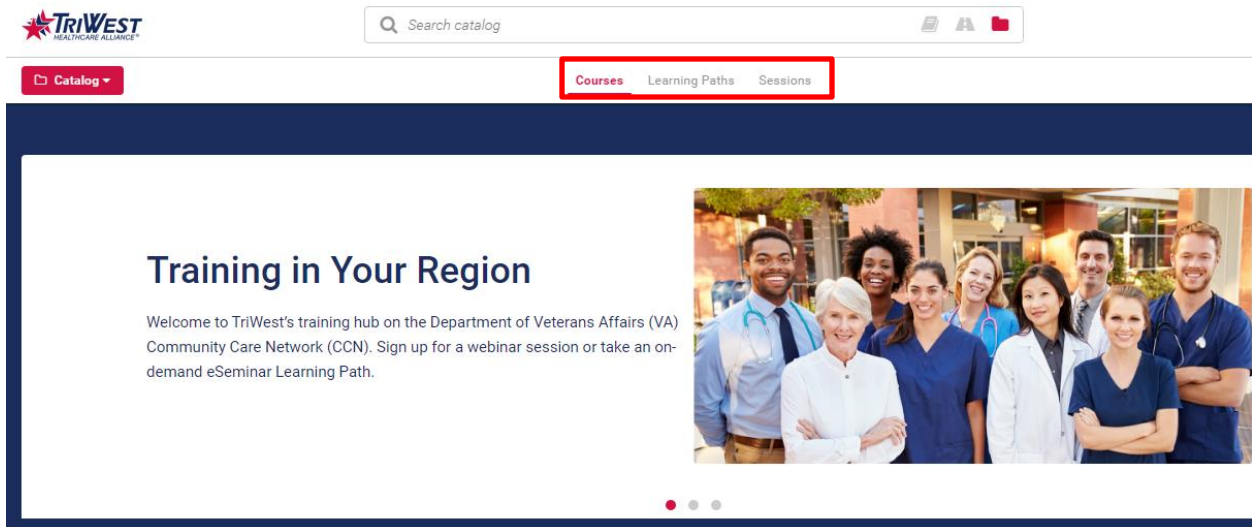
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Once you are in the TriWest Learning Center, you have three options: Courses, Learning Paths, or Sessions. Follow the Learning Paths or Sessions options.



**(a) Learning Paths**

- Learning Paths are e-seminars that you can watch on-demand, based on your schedule.
- Select “Learning Paths” on the top, center menu to access eSeminar Learning Paths that consist of several short videos grouped into topics. Then, enroll in the Learning Path(s) that you want to take.

**(b) Sessions: Live Webinars**

- To register for a live, interactive webinar, select the “Sessions” tab on the top, center menu.
- Choose a preferred date on the calendar to view offerings or select a course from the session list in chronological order, and click on the “View Course” link.

Your Calendar						
June, 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				






Sessions			
<b>CCN: Introduction to Community Care Network - Live Webinar, 06/04/2020</b>	Starting June 4th 2020 @ 1:00 pm	Availability 500 seats	<a href="#">View Course</a>
<b>CCN: Appointing and Authorizations - Live Webinar, 06/04/2020</b>	Starting June 4th 2020 @ 2:00 pm	Availability 498 seats	<a href="#">View Course</a>
<b>CCN: Urgent, Emergent Care, DME, and Pharmacy - Live Webinar, 06/05/2020</b>	Starting June 5th 2020 @ 2:00 pm	Availability 500 seats	<a href="#">View Course</a>
<b>CCN: All Inclusive - Live Webinar, 06/08/2020</b>	Starting June 8th 2020 @ 1:00 pm	Availability 476 seats	<a href="#">View Course</a>

- Select the “Enroll” button in the details box.



**Details**

### CCN: All Inclusive - Live Web


-  Content **1 Modules**
-  Certificate of completion
-  Difficulty **Basic**
-  Course Length **90 mins**
-  Reviewer/Instructor **Availity Moderator**

➡ Enroll

- Confirm your attendance in the webinar sessions. You will automatically receive an email confirmation to attend at the scheduled time.

### Resources

- Under the Resources tab, you can access information and documents for both PC3 and CCN.
- Filter by category to find information specific to either PC3 or CCN.
- Resources include the Provider Handbooks for PC3 and CCN, as well as topic-based Quick Reference Guides for PC3 and CCN.


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Applications Resources **8** News and Announcements **1** Sort By A-Z ▼

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Filter By Category		
<input type="checkbox"/> CCN (13)	 Appointment Scheduling	06/14/2017
<input type="checkbox"/> PC3 (52)	 ASC Facility Claims	02/28/2018
	 Authorization Letter	06/14/2017

### News and Announcements

Providers can access the latest information and updates through the News and Announcements tab. Check this tab for the latest updates regarding CCN or PC3.

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**Attention TriWest Providers** New! 09/16/2020

TriWest's PC3 program-specific portal is shutting down on September 25, 2020. You can access all PC3 resources through the TriWest Payer Space on Availity. To learn more, go to TriWest's September 2020 Provider Pulse

**Espanol Support Information** 08/12/2020

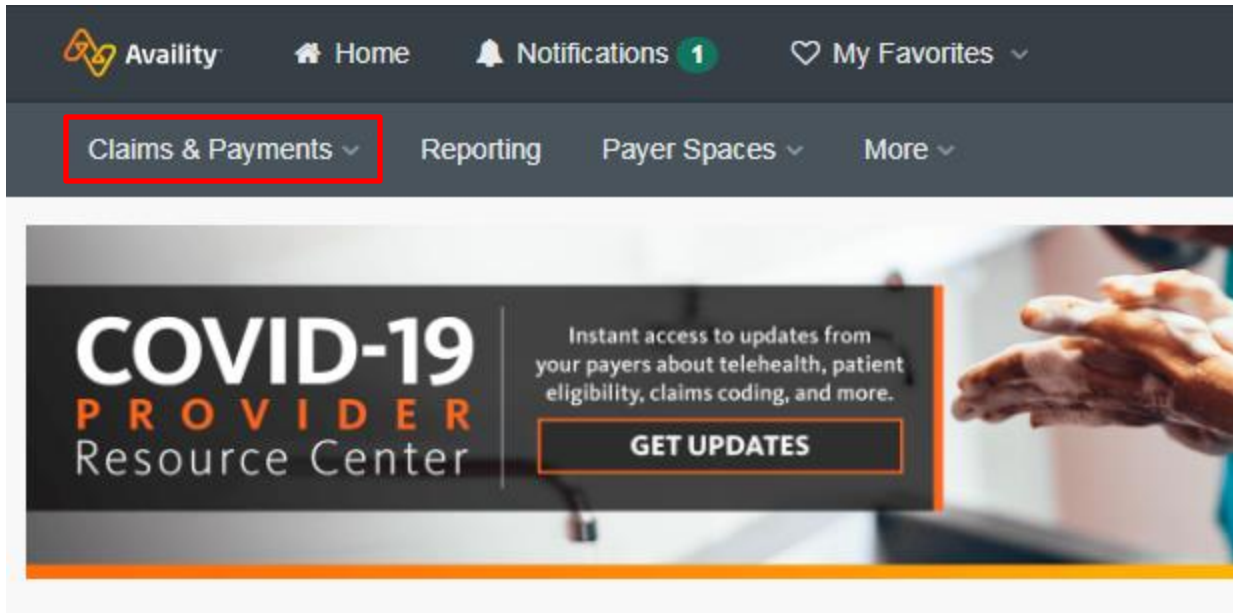
Para obtener asistencia en español, llame al Servicio al Cliente de TriWest al 877-226-8749. Estamos disponibles de lunes a Viernes de 8:00 a.m. a 6:00 p.m. en su zona horaria local, except los días de festivo federales.

## How to File Claims on Availity

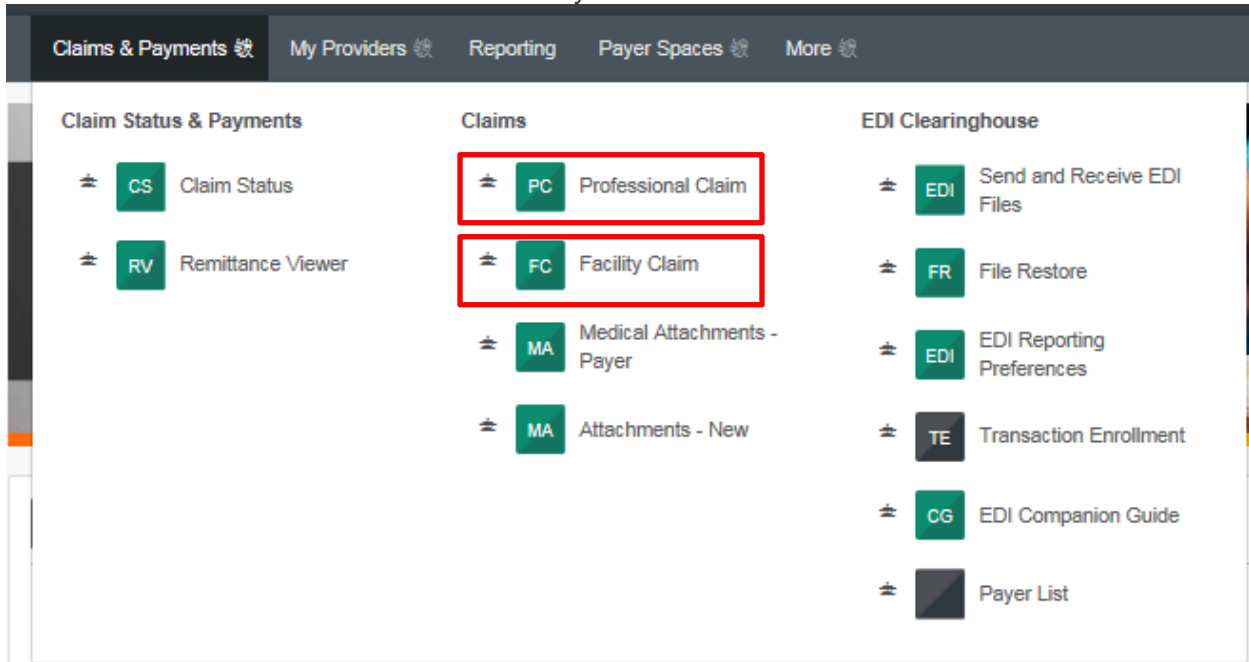
Filing claims on Availity is a simple and quick process. Please take the following steps to file claims on Availity:

1. Login to your Availity account. Click the Claims & Payments tab located on the top-left corner of the main screen.





2. Select either Professional Claim or Facility Claim.



3. Enter the required details to file a claim. If you encounter any issue, please contact Availity technical support at 800-282-4548.

Claims & Payments ⚙ My Providers ⚙ Reporting Payer Spaces ⚙ More ⚙

Home 🏠 Professional Claim

## PC Professional Claim

Confirm which organization and payer you would like to submit claims for.

Organization  
TriWest Healthcare Alliance Corp

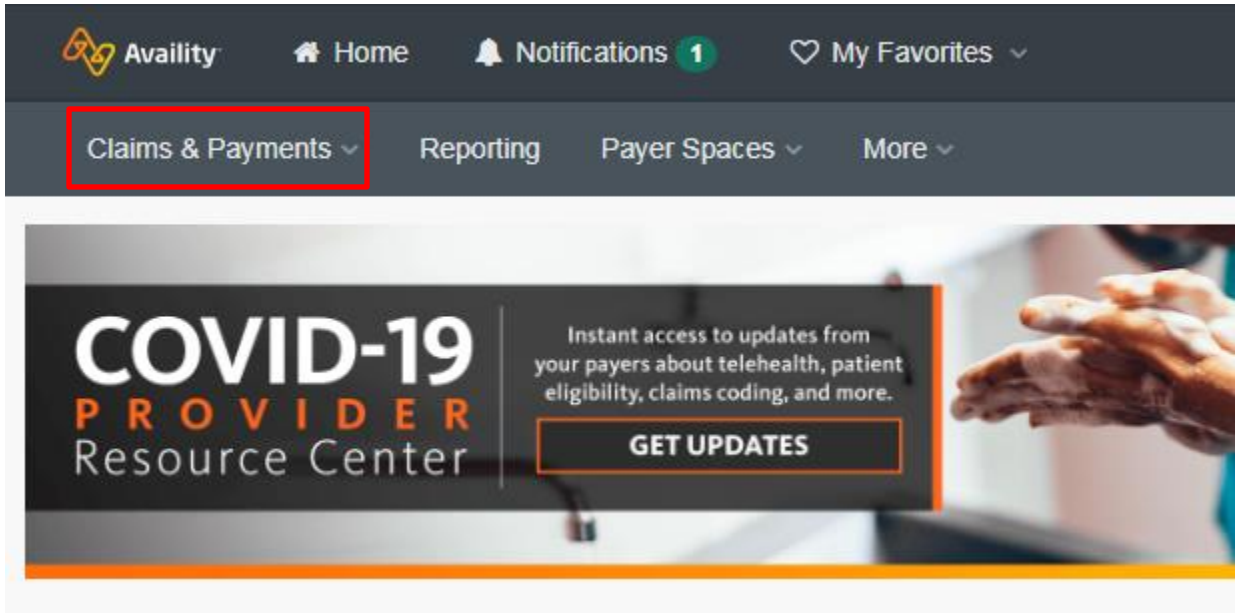
Transaction  
Select...

Continue

### Claim Status on Availity

Login to Availity to check claims status instantly. This feature is currently live and offers status updates in real-time.

- ➔ To access claims status in Availity, please take the following steps:
  1. Login to your Availity account. Click on the Claims & Payments option located on the top-left corner of the main screen.



2. Under Claims & Payments, select the option Claim Status.

Claims & Payments ▾ My Providers ▾ Reporting Payer Spaces ▾ More ▾ Keyword Search

Home > Select Need Help? [Watch a demo](#) for Claim Status

## cs Claim Status

Organization: TriWest Healthcare Alliance Corp ▾ Payer: Select... ▾

3. Enter the required details to check the claim status.

Claims & Payments ▾ My Providers ▾ Reporting Payer Spaces ▾ More ▾ Keyword Search

Home > Select > Search Need Help? [Watch a demo](#) for Claim Status

## cs Claim Status Give Feedback

Organization: TriWest Healthcare Alliance Corp ▾ Payer: TRIWEST HEALTHCARE ALLIANCE ▾

HIPAA Standard

Provider Information

Is the provider the same as the organization name?

Yes  No

Select a Provider optional

Select... ▾

Provider NPI

Provider NPI

Patient Information

Select a Patient optional

Select... ▾

## Additional Provider Portal Support and Training

To help you learn how to use Availity's tools and features, check out free training you can access within the Availity portal:

- ➔ To view online help, select **Help & Training | Find Help**.
- ➔ To view training options, select **Help & Training | Get Trained** to open the Availity Learning Center (ALC) in a new browser.
- ➔ In the ALC, search the catalog by keyword **TriWest** to locate live and on-demand options.
- ➔ Select **Sessions** to use the interactive calendar to enroll in the live Availity webinars you want to attend.

➔ **Tip:** For quick access to the calendar, click and bookmark the link to the interactive calendar.

One of the most popular on-demand training options includes an onboarding program for portal transactions, in addition to other product and industry training. In the ALC, search by keyword **onboarding** to locate programs for administrators and new users.

**Have questions regarding the Availity Portal capabilities for TriWest?  
Please visit <https://www.availity.com/triwest> or  
call Availity at 800-282-4548**