



## Electronic Data Interchange (EDI) Frequently Asked Questions

Thank you for your interest in Electronic Data Interchange (EDI) with PGBA, LLC. PGBA is pleased to partner with TriWest Healthcare Alliance to administer claims processing for the Department of Veterans Affairs (VA) Community Care Network. Below are some frequently asked questions to help guide you to work with PGBA.

If you have questions or need information regarding VA CCN EDI that are not included in this FAQ, please contact the PGBA EDI Help Desk at 1-800-259-0264, option 1.

**Q1: What is the payer ID for VA CCN Regions 4 & 5 through PGBA?** The payer ID for both regions for electronic claim submissions is TWVACCN as the payer ID when submitting claims to PGBA. Share this ID with your clearinghouse if you use a third-party entity.

**Q2: What are my options for filing EDI claims electronically if I currently submit claims electronically to PGBA?** What If your clearinghouse already files claims to PGBA for other lines of business, they will be assigned a new PGBA Trading Partner/submitter ID and you will need to ensure that the TWVACCN payer ID is used to report Regions 4 and 5 claims based on the effective date for each region.

**Q3: How do I submit claims electronically to PGBA if I am a new provider?** If your clearinghouse does not submit to PGBA, providers, vendors or clearinghouses that can create an ANSI X12 electronic file and have telecommunications capabilities can upload files to PGBA directly. Batch claims processing is available through our EDI Gateway mailbox system.

New direct submitters must file a Trading Partner agreement and enrollment form in order to be assigned a submitter ID. The EDI Gateway User manual provides the information you will need to determine if direct submissions are the right option for you. Contact the PGBA EDI Help Desk at 1-800-259-0264, option 1 or email [PGBA.EDI@pgba.com](mailto:PGBA.EDI@pgba.com) to request a copy of the PGBA Direct Submitter/Clearinghouse Trading Partner Agreement and the EDI Gateway User manual.

**Q4: Will I receive a 277CA response for 837 claims submissions?** No, PGBA EDI Gateway reports business edit results using a proprietary format claim response and report. Please reference the EDI Gateway User manual section 'EDIG Proprietary Claim Responses' for details. Contact the PGBA EDI Help Desk at 1-800-259-0264, option 1 or email [PGBA.EDI@pgba.com](mailto:PGBA.EDI@pgba.com) to request a copy of the EDI Gateway User manual.

<sup>(1)</sup> *Disclaimer: This document is for information only and is subject to change without notice. Rev. 7/31/2023*

**Q5: How do I receive remits electronically (ERA)?** If a provider is interested in receiving their remittance advice electronically, they can sign up for ERA using an enrollment form found on the TriWest Payer Space on Availity.com.

**Q6: How do I enroll for EFT/ERA with PGBA?** TriWest providers can now electronically enroll for ERA and/or EFT through the [Availity Essentials Transaction Enrollment application](#). After a one-time check validation via Remittance Viewer, the provider can complete the enrollment request. Use Availity, TriWest's one stop portal for provider resources.

**Q7: Why is it important for direct submitters to test with PGBA prior to the transition date?** wPGBA has strict compliance editing in place and uses TIBCO software as a compliance checker that includes TR3 notes from the HIPPA Implementation Guides. It is recommended that trading partners test to make sure their EDIT files are compliant.

**Q8: How do I enroll in EDI?** Login to the TriWest Payer Space on Availity.com. Click on the Resources tab, select the PGBA EDI Provider Trading Partner Agreement, complete the forms and follow the instructions to submit them by either fax or mail.

**Q9: Where is the EDI Provider enrollment on Availity.com?** You can find the provider enrollment by going to the [Availity Provider Portal Registration web page](#).

**Q10: Can I send other documents to the EDI/EFT addresses such as claims?** No, please mail paper claims to attention: TriWest VA CCN Claims, PO Box 108851, Florence, SC 29502-8851.

**Q11: My clearinghouse already files EDI claims to PGBA with other lines of business. Can it use that number?** No. The clearinghouse will be assigned a new PGBA Trading Partner/Submitter ID. Please make sure your clearinghouse is aware of the new TWVACCN payer ID that will be used.

**Q12: Where can I find information for TA1, 999 and business edit rejections?** The most frequent TA1, 999 and business edit rejection descriptions are located in the 837P and 837I Companion Guides which can be found on the TriWest Payer Space on Availity.com.

**Q13: What if I still have questions regarding EDI for VA CCN?** Contact the PGBA EDI Help Desk at 1-800-259-0264, option 1 or by email at [PGBA.EDI@pgba.com](mailto:PGBA.EDI@pgba.com). You can also contact TriWest Provider Services at [providerservices@triwest.com](mailto:providerservices@triwest.com) or call TriWest's toll-free CCN Contact Center at 877-CCN-TRIW (877-226-8749).

**Q14: What if my clearinghouse doesn't submit claims to PGBA? What do I need to do?** In order to submit claims directly to PGBA, PGBA must first assign you a submitter ID. In order to receive this ID, your clearinghouse must sign and submit a Trading Partner Agreement and enrollment form. To start the paperwork process, go to the TriWest Payer Space on Availity.com. Click on the Resources tab, download the PGBA EDI Trading Partner Agreement and follow the instructions.

**Q15: What if I want to use Availity as my clearinghouse?** You will also be able to use Availity as your clearinghouse under PGBA.

**Q16: I don't want to use Availity as my clearinghouse. What do I do?** That's OK! You don't have to use Availity as your clearinghouse. You may continue using your existing clearinghouse with PGBA.

**Q17: Can I submit EDI claims directly to PGBA without a clearinghouse?** Yes! You can submit claims directly to PGBA. New direct submitters must file a Trading Partner agreement to be assigned a submitter ID. The EDI Gateway User manual provides the information you will need to determine if direct submissions are the right option for you. Contact the PGBA EDI Help Desk at 800-259-0264, option 1 or email [PGBA.EDI@pgba.com](mailto:PGBA.EDI@pgba.com) to request a copy of the EDI Gateway User manual.

**Q18: Can I submit paper claims to PGBA?**

Mail paper claims to:

TriWest VA CCN Claims

PO Box 108851

Florence, SC 29502-8851

**Q19: How do I submit claims reconsideration requests?** Claims written correspondence can be sent directly to TriWest. Please download the [Provider Claims Reconsideration form](#) to submit your requests. Forms can be mailed to:

TriWest Claims  
PO Box 42270  
Phoenix, AZ 85080-2270

**Q20: What about dental or pharmacy claims?** Dental claims are processed by Delta Dental. Pharmacy claims are processed by Express Scripts.

**Q21: How can I get more information on PGBA claims processing?** You can sign up for a PGBA training webinar. Login to the TriWest Payer Space on Availity.com. Navigate to the TriWest Learning Center, click on Sessions, and register for the PGBA Claims webinar.

## EDI, EFT, and ERA Resources

Transaction Type	Where to Submit	How to Get Help
EDI Provider Trading Partner Agreement and ERA Enrollment Form	PGBA, LLC VA CCN EDI PO Box 17150 Augusta, GA 30903  Or fax: 803-264-9864	Phone: PGBA EDI/ERA Help Desk 800-259-0264 Email: <a href="mailto:PGBA.EDI@pgba.com">PGBA.EDI@pgba.com</a>
EFT Authorization Agreement	PGBA, LLC PO Box 108853 Florence, SC 29502-8853  Or fax: 803-419-3233	Phone: PGBA EFT Customer Service 800-259-0264