

Secure Provider Portal: Availity

Quick Reference Guide

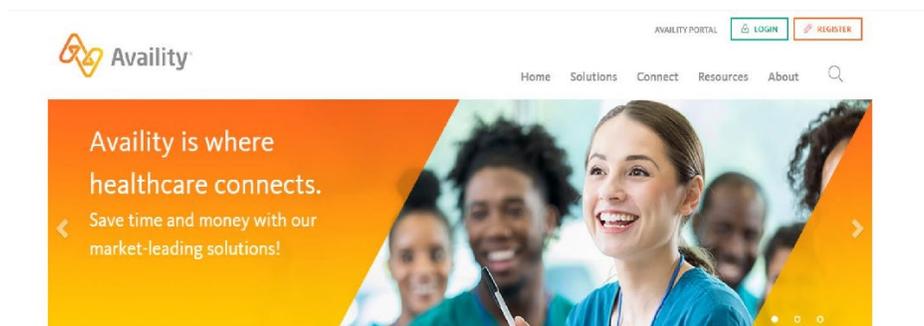
Key Points

- 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.
- 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, “MicroLearning” training videos, quick reference guides, and the Provider Handbook, through a Secure Login on Availity.
- Common provider functions such as accessing claims status can also be achieved by choosing “TriWest” from within Availity’s multi-payer space.
- For payment issues or claims customer service needs, please contact TriWest at providerservices@triwest.com or call 877-CCN-TRIW (877-226-8749).

Register and Login

Availity is compliant with all Health Insurance Portability and Accountability Act (HIPPA) 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 [Get Started](#) so you have access to the most up-to-date resources and tools for working with TriWest.
- To begin, visit www.availity.com and click [Get Started](#) in the top right corner.



Streamlining your eligibility and benefits, claims management, and authorizations

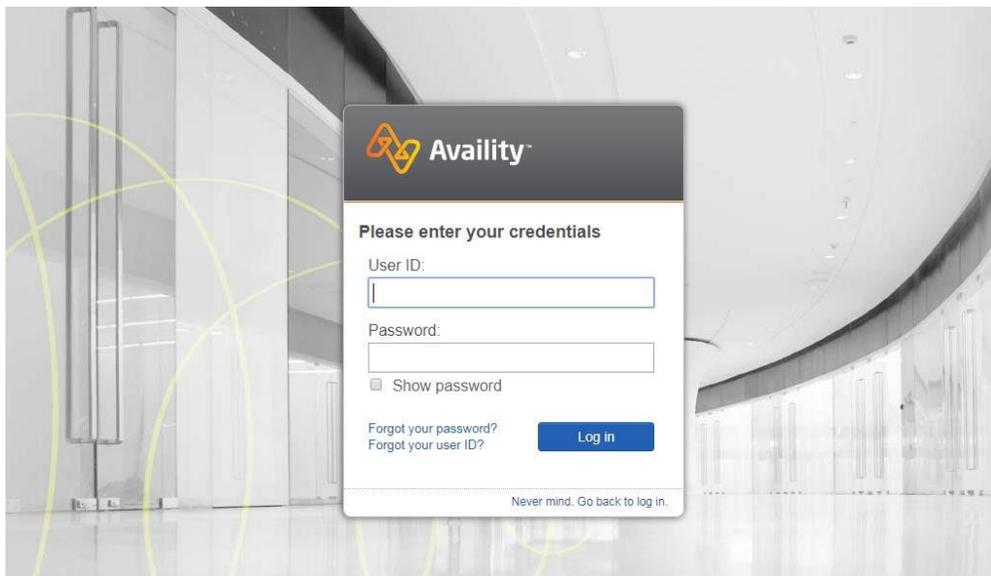


Follow the prompts to register. You will need:

- Organization name, including your federal Tax Identification Number (TIN) and National Provider Identifier (NPI).
- Contact information for the person with the legal authority to sign agreements for your organization.
- The name of an Administrator to oversee implementation and maintain access for your entire organization.
- Check information with an EFT trace number and check amount from a health plan that you submit to. There is a list of health plans that you can use checks from.

You will receive an email from Availity with the username you created and temporary password. You may then begin registering other users for your organization.

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

Navigate to the TriWest Payer Space for Veteran-specific applications, resources, and news and announcements.

Home > TriWest Healthcare Alliance



Join Our Network

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 News and Announcements 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 & resources in the learning center.
- Chat with TriWest
Check claims status 24/7 or chat with rep 8 AM - 6 PM In your time zone
- Dental Office Toolkit
Welcome to the Dental Office Toolkit for the Federal Government Programs
- Physician Fee Schedule Search
This tool provides access to the VA Fee Schedule.
- Urgent/Emergent Pharmacy Dispensing Information
View urgent/emergent retail pharmacy claims submitted through the Community Care
- VA Patient List
View appointment and authorization info

Claims & Payments

Providers can check claim status on their Veteran patients or determine remittance advice while searching professional or facility claims. There is an EDI Clearinghouse section where providers can send and receive EDI files, review EDI reporting preferences, view a payer list, and more. From the dropdown, providers can choose from Claims Status & Payments, Claims, and the EDI Clearinghouse.

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

Claim Status & Payments	Claims	EDI Clearinghouse
<ul style="list-style-type: none"> ♡ CS Claim Status ♡ RV Remittance Viewer 	<ul style="list-style-type: none"> ♡ PC Professional Claim ♡ FC Facility Claim 	<ul style="list-style-type: none"> ♡ EDI Send and Receive EDI Files ♡ FR File Restore ♡ EDI EDI Reporting Preferences ♡ PL Payer List ♡ TE Transaction Enrollment

Providers can search for the claim status by Provider Tax ID, Provider NPI, Member ID, Service Date, and Claim history.

Home > Select > Search Need Help? Watch a demo for Claim Status

cs Claim Status Give Feedback

Organization: Payer:

Member Service Date Claim History

Provider Tax ID Provider NPI Member ID

Service Dates: From Date To Date

In the Remittance Viewer web page, you will need to confirm your identity with a check number from a previous payment. Then you can view the actual remittance advice. At this time, only providers who submit their claims electronically can view their remittance advice.

Home > Remittance Viewer

RV Remittance Viewer

Remittance Viewer

♡

Additional Remittance Tools

♡ [Remittance Inquiry \(Humana\)](#)



Providers can enroll in Electronic Data Interchange (EDI) to get their remittance information directly from PGBA or Availity. To enroll for Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) and EDI through PGBA, go to the Resources tab for the [PGBA EFT/ERA Enrollment Package](#) and the PGBA EDI Provider Training Agreement. Complete the forms and submit them to PGBA.

EDI, EFT, And ERA

To enroll in PGBA's Electronic Funds Transfer (EFT), Electronic Remittance Advice (ERA), and EDI, go to the Resources tab for the [PGBA EFT/ERA Enrollment Package](#) and the PGBA EDI Provider Training Agreement. Complete electronic enrollment form and submit to PGBA.

Applications

From this tab, you can access several functions including the VA Patient List, TriWest Learning Center, VA Provider Directory, Physician Fee Schedule, and Chat with TriWest. See examples of content below.

Physician Fee Schedule Search

See the VA Fee Schedule found at va.gov/CommunityCare.

VA Provider Directory Link

This links directly to the [VA Provider Directory](#) on va.gov/CommunityCare to help you find a VA location or a network community care provider.

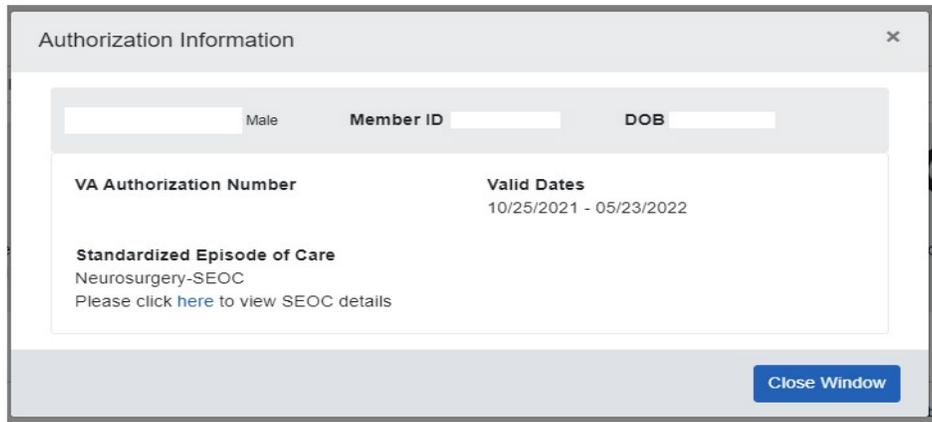
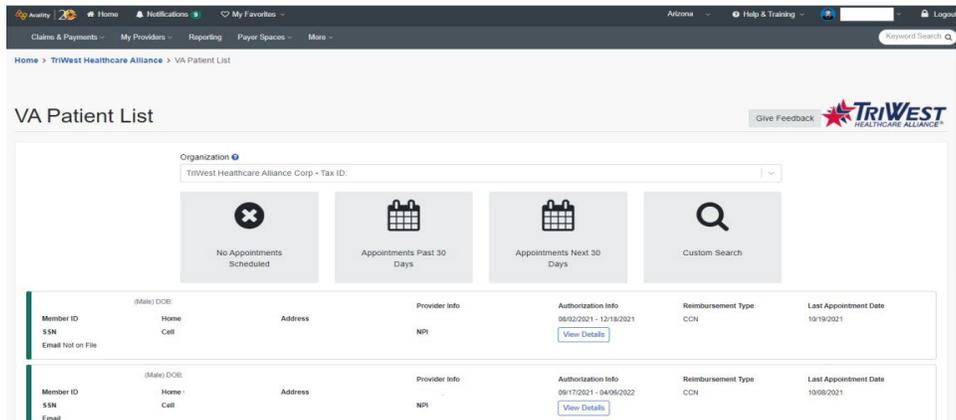
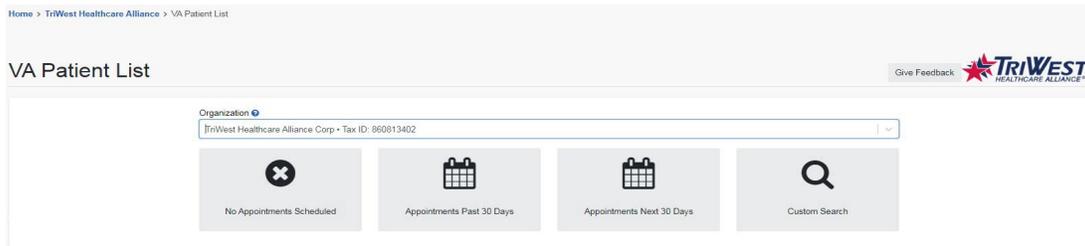


Chat with TriWest

With TriWest's chat functionality, you can chat with a customer service representative from 8 a.m. to 6 p.m. in your time zone.

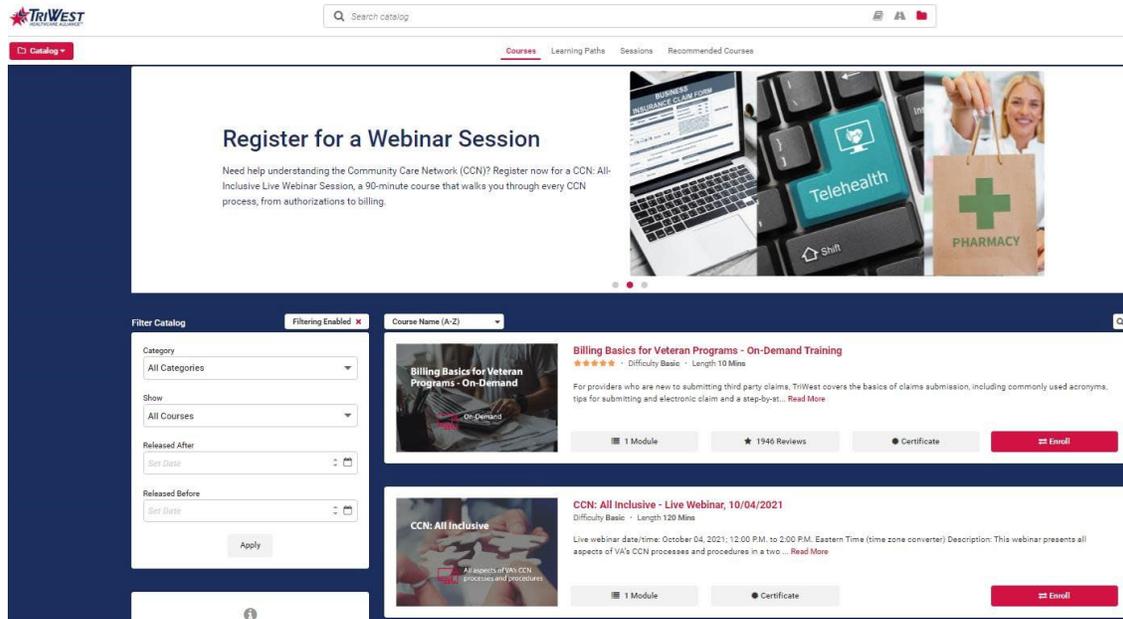
VA Patient List

From this application, you can view appointment and authorization information regarding your Veteran patients, and search by demographic information as well.



TriWest Learning Center

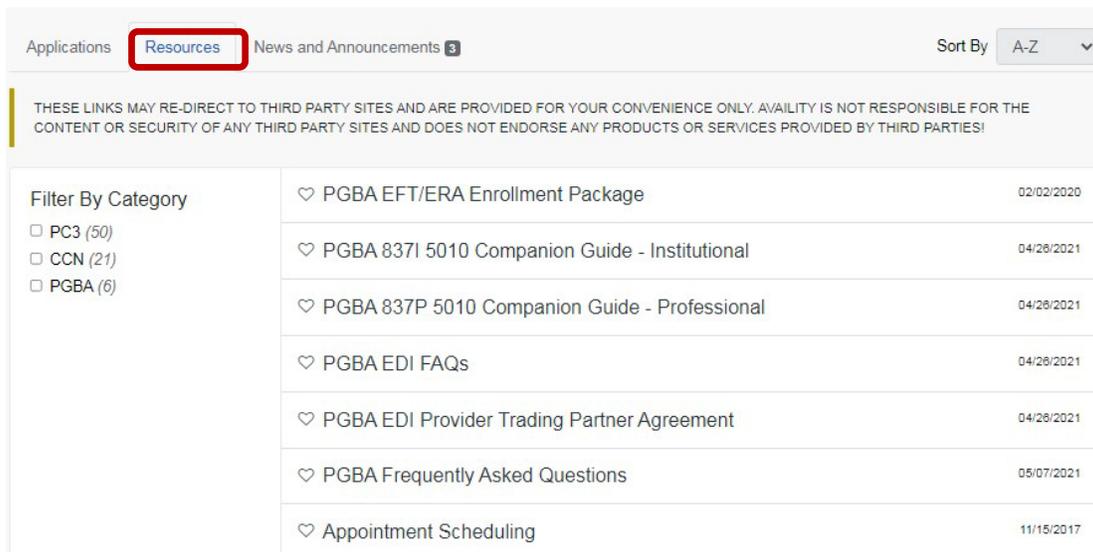
From the Applications tab, you can register for live webinar sessions on CCN or enroll in on-demand eSeminar Learning Paths (short, bite-sized videos on various topics). From the Applications tab, click on **Access TriWest Learning Center**. From here, you can use the Filter Catalogue on the left navigation to find course options. The courses are also listed on this page with a short description, course rating, difficulty ranking, and length by minutes.



The screenshot shows the TriWest Learning Center interface. At the top, there is a search bar and navigation tabs for 'Courses', 'Learning Paths', 'Sessions', and 'Recommended Courses'. A banner for 'Register for a Webinar Session' is displayed. Below this is a 'Filter Catalog' section with options for 'All Categories', 'All Courses', and date filters. The main content area shows two course listings: 'Billing Basics for Veteran Programs - On-Demand Training' and 'CCN: All Inclusive - Live Webinar, 10/04/2021'. Each listing includes a difficulty rating, length, and an 'Enroll' button.

Resources

From this tab you can filter by specific categories to find information specific to VA Community Care programs. Resources include the Provider Handbook and topic-based Quick Reference Guides.

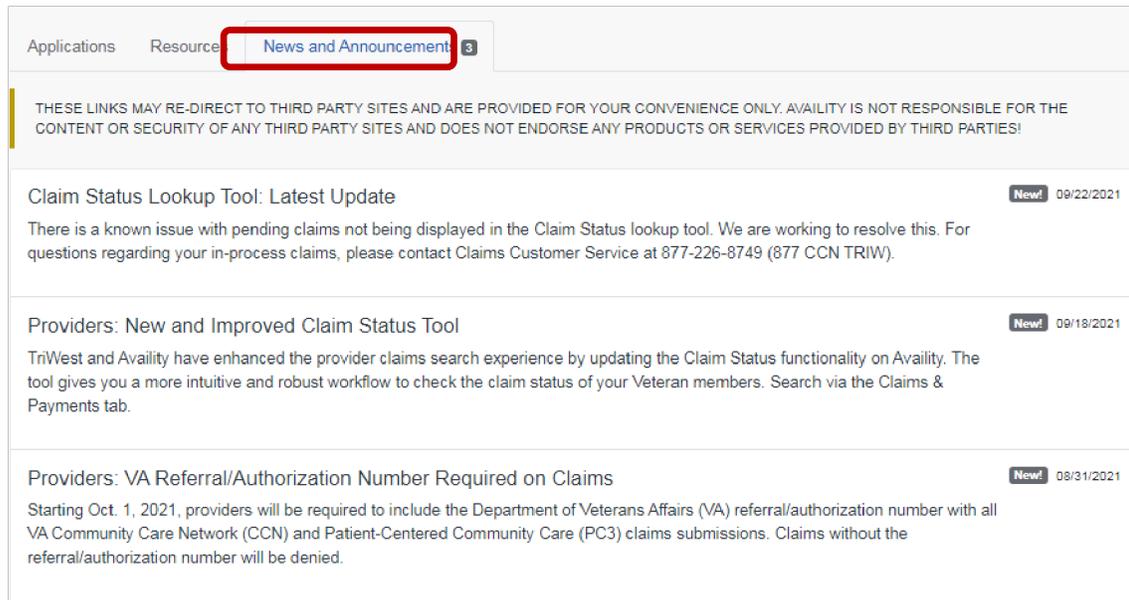


The screenshot shows the 'Resources' tab selected in the navigation bar. Below the navigation bar, there is a disclaimer: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. A 'Filter By Category' section on the left lists 'PC3 (50)', 'CCN (21)', and 'PGBA (6)'. The main content area displays a list of resources with heart icons, titles, and dates:

<input type="checkbox"/>	PGBA EFT/ERA Enrollment Package	02/02/2020
<input type="checkbox"/>	PGBA 837I 5010 Companion Guide - Institutional	04/28/2021
<input type="checkbox"/>	PGBA 837P 5010 Companion Guide - Professional	04/28/2021
<input type="checkbox"/>	PGBA EDI FAQs	04/28/2021
<input type="checkbox"/>	PGBA EDI Provider Trading Partner Agreement	04/28/2021
<input type="checkbox"/>	PGBA Frequently Asked Questions	05/07/2021
<input type="checkbox"/>	Appointment Scheduling	11/15/2017

News and Announcements

This section provides important information regarding TriWest and VA Community Care information.



Applications Resource **News and Announcements** 3

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!

Claim Status Lookup Tool: Latest Update New! 09/22/2021

There is a known issue with pending claims not being displayed in the Claim Status lookup tool. We are working to resolve this. For questions regarding your in-process claims, please contact Claims Customer Service at 877-226-8749 (877 CCN TRIW).

Providers: New and Improved Claim Status Tool New! 09/18/2021

TriWest and Availity have enhanced the provider claims search experience by updating the Claim Status functionality on Availity. The tool gives you a more intuitive and robust workflow to check the claim status of your Veteran members. Search via the Claims & Payments tab.

Providers: VA Referral/Authorization Number Required on Claims New! 08/31/2021

Starting Oct. 1, 2021, providers will be required to include the Department of Veterans Affairs (VA) referral/authorization number with all VA Community Care Network (CCN) and Patient-Centered Community Care (PC3) claims submissions. Claims without the referral/authorization number will be denied.

Additional Portal Support and Training

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

- To view Availity-specific online help: select **Help & Training** in the top navigation, then click **Find Help** in the dropdown menu.
- To view TriWest-specific training options: select **Help & Training** in the top navigation, then click Get Trained in the dropdown menu to open the Availity Learning Center (ALC) in a new tab.
 - In the ALC, search the catalog at the top by entering a topic keyword to location live and on-demand options.
 - Select **Sessions** in the top navigation to use the interactive calendar to enroll in the live Availity webinars you want to attend.
- For technical questions regarding Availity Portal capabilities for TriWest, please visit www.availity.com or call Availity at 800-282-4548.

One of the most popular on-demand 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 www.availity.com or call Availity at 800-282-4548.