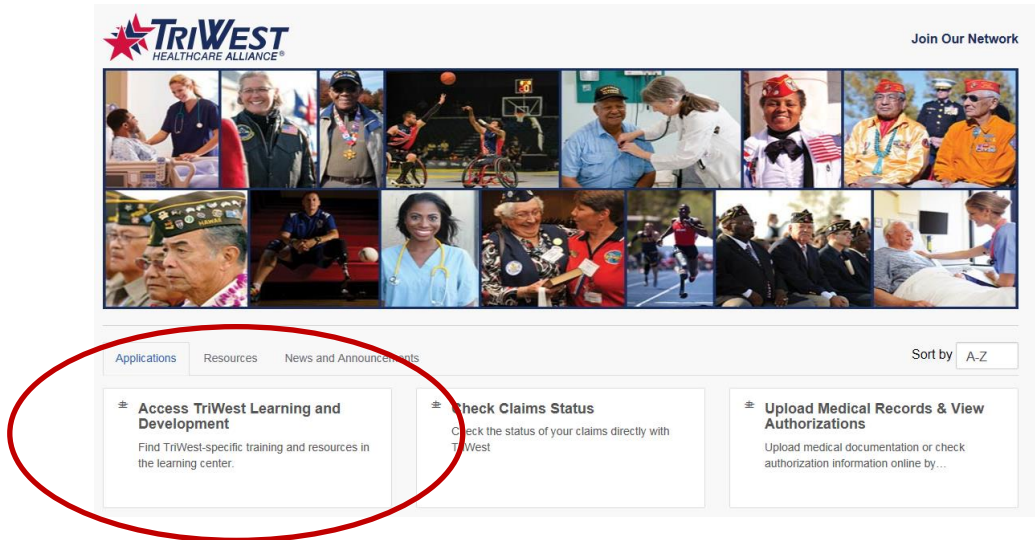


**PLEASE NOTE: All education, both on-demand e-learning and webinars, are managed through the Availity® Learning Management System. Please visit [www.availity.com/triwest](http://www.availity.com/triwest) for more information.**

Our providers can access education tailored to best understand Department of Veterans Affairs (VA) Patient-Centered Community Care (PC3) and Veterans Choice Programs (VCP) processes for their region. You can find these materials in **TriWest’s Learning and Development** tab within TriWest’s Payer Space.



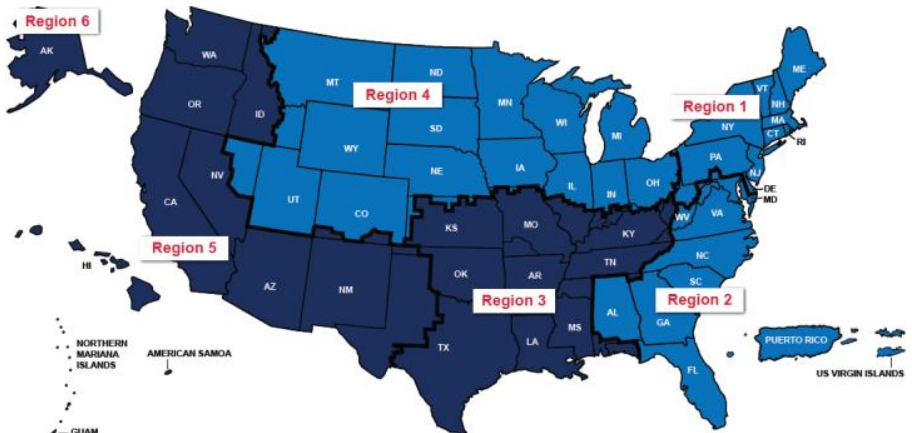
## Webinars and e-Learning

Choose the Education for your region!

- **Regions 3, 5a, 5b, and 6** are regions that TriWest has served since 2013. The processes for these existing regions have not changed, so our **existing** legacy education and Quick Reference Guides are excellent tools for providers wanting to learn more about the VCP and PC3 programs in Regions 3, 5 and 6.
- **Regions 1, 2, and 4** are transitioning to TriWest’s administrative support with a staged rollout starting in December 2018. The processes and procedures for these expansion regions do vary from previous processes as VA implements program changes. Providers should look for **expansion** webinars, e-learning and Quick References Guides for education on processes for Regions 1, 2, and 4.

What Region is your practice in?

You can find a [map of VA’s Regions for the VCP and PC3 programs](#) on TriWest’s website.



# Regions 1, 2 and 4 – Expansion Education

## Welcome and Onboarding – New and Returning Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/8/19	7:00 a.m.	2/19/19	9:00 a.m.
1/16/19	7:00 a.m.	2/27/19	9:00 a.m.
1/22/19	9:00 a.m.	3/05/19	7:00 a.m.
1/30/19	9:00 a.m.	3/13/19	7:00 a.m.
2/05/19	7:00 a.m.	3/19/19	9:00 a.m.
2/13/19	7:00 a.m.	3/27/19	9:00 a.m.

## Intro to PC3 & Veterans Choice Programs (VCP) – New Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/8/19	8:00 a.m.	2/19/19	10:00 a.m.
1/30/19	10:00 a.m.	3/13/19	8:00 a.m.
2/13/19	8:00 a.m.	3/19/19	10:00 a.m.

## Appointing & Authorization Pathways – New and Returning Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/8/19	9:00 a.m.	2/19/19	11:00 a.m.
1/16/19	9:00 a.m.	2/27/19	11:00 a.m.
1/22/19	11:00 a.m.	3/05/19	9:00 a.m.
1/30/19	11:00 a.m.	3/13/19	9:00 a.m.
2/05/19	9:00 a.m.	3/19/19	11:00 a.m.
2/13/19	9:00 a.m.	3/27/19	11:00 a.m.

## TriWest Secure Provider Portal Training – New and Returning Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/8/19	10:00 a.m.	2/19/19	12:00 p.m.
1/16/19	10:00 a.m.	2/27/19	12:00 p.m.
1/22/19	12:00 p.m.	3/05/19	10:00 a.m.
1/30/19	12:00 p.m.	3/13/19	10:00 a.m.
2/05/19	10:00 a.m.	3/19/19	12:00 p.m.
2/13/19	10:00 a.m.	3/27/19	12:00 p.m.

## Billing & Documentation Review for Returning Providers (providers who participated under the Health Net Federal Services administration) – Returning Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/16/19	8:00 a.m.	2/27/19	10:00 a.m.
1/22/19	10:00 a.m.	3/05/19	8:00 a.m.
2/05/19	8:00 a.m.	3/27/19	10:00 a.m.

## Intro to Billing Processes & Procedures – New Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/8/19	11:00 a.m.	2/19/19	1:00 p.m.
1/30/19	1:00 p.m.	3/13/19	11:00 a.m.
2/13/19	11:00 a.m.	3/19/19	1:00 p.m.

## Intro to Medical Documentation Processes – New Providers

Date	Time (noted in Arizona Time)	Date	Time (noted in Arizona Time)
1/8/19	12:00 p.m.	2/19/19	2:00 p.m.
1/30/19	2:00 p.m.	3/13/19	12:00 p.m.
2/13/19	12:00 p.m.	3/19/19	2:00 p.m.

## Behavioral Health – For all Regions, New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Thursday, 1/17/19	3 p.m.
Monday, 2/4/2019	3 p.m.
Monday, 3/18/2019	9 a.m.

In addition to our live interactive webinars, on-demand (24/7) e-learning versions are also available for expansion.

Regions 1, 2 and 4 e-learning modules cover the same topics as our live webinars along with additional training.

# Regions 3, 5a, 5b and 6 – Existing Education

## Intro to SEOC Authorizations – New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Thursday, 01/03/19	9 a.m.-10 a.m.
Wednesday, 1/23/19	2 p.m.-3 p.m.
Wednesday, 2/6/19	9 a.m.-10 a.m.
Monday 2/18/19	2 p.m.-3 p.m.
Thursday, 3/7/19	9 a.m.-10 a.m.
Thursday, 3/21/19	9 a.m.-10 a.m.

## Intro to PC3 & VCP Programs with portal demonstration – New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Wednesday, 01/09/19	9 a.m.-10 a.m.
Monday, 1/21/19	2 p.m.-3 p.m.
Thursday, 2/7/2019	9 a.m.-10 a.m.
Wednesday, 2/20/19	2 p.m.-3 p.m.
Wednesday, 3/6/2019	9 a.m.-10 a.m.
Wednesday, 3/26/2019	2 p.m.-3 p.m.

## Intro to Billing Processes – New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Wednesday, 1/15/2019	9 a.m.-10 a.m.
Thursday, 1/31/2019	9 a.m.-10 a.m.
Thursday, 2/14/2019	9 a.m.-10 a.m.
Thursday, 2/28/2019	9 a.m.-10 a.m.
Tuesday 3/12/2019	9 a.m.-10 a.m.
Thursday, 3/28/2019	9 a.m.-10 a.m.

## Behavioral Health – For all Regions, New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Thursday, 1/17/19	3 p.m.-4 p.m.
Monday, 2/4/2019	3 p.m.-4 p.m.
Monday, 3/18/2019	9 a.m.-10 a.m.

## Intro to Medical Documentation – New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Thursday, 01/10/19	3 p.m.-4 p.m.
Thursday, 2/7/2019	3 p.m.-4 p.m.
Thursday, 2/26/2019	2 p.m.-3 p.m.
Wednesday, 3/11/2019	2 p.m.- 3p.m.

## Alaska PC3 and VCP Processes – New or Returning Providers

Scheduled Date	Scheduled Time (noted in Arizona Time)
Wednesday, 1/07/19	9 a.m.-10 a.m.
Monday, 2/11/19	2 p.m.-3 p.m.
Thursday, 3/14/2019	10 a.m.-11 a.m.