

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.

If you have questions or need information regarding VA CCN Electronic Data Interchange 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?

A1: The payer ID for both regions for electronic claim submissions is TWVACCN.

Q2: What are my options for filing EDI claims electronically if I currently submit claims electronically to PGBA?

A2: 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 if I am totally new to the program and want to submit claims electronically to PGBA?

A3: 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 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?

A4: 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 to request a copy of the EDI Gateway User manual.

⁽¹⁾ *Disclaimer: This document is for information only and is subject to change without notice.*

Q5: How do I receive remits electronically (ERA)?

A5: 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 electronic funds transfer (EFT)?

A6: Once a provider has been established and receives checks from TriWest, they can sign up for EFT using an enrollment form found on the TriWest Payer Space on Availity.com.

Q7: Why is it important for direct submitters to test with PGBA prior to the transition date?

A7: PGBA has strict compliance editing in place and uses TIBCO software as a compliance checker that includes TR3 notes from the HIPAA Implementation Guides. It is recommended that trading partners test to make sure their EDI files are compliant.

Q8: Where is the EDI Provider enrollment on Availity.com?

A8: You can find the provider enrollment by going to:
<https://www.availity.com/provider-portal-registration>

Q9: Can I send other documents to the EDI/EFT addresses such as claims?

A9: No, please mail paper claims to attention: TriWest VA CCN Claims, PO Box 108851, Florence, SC 29502-8851

Q10: Where can I find information for TA1, 999 and business edit rejections?

A10: 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.

Q11: What if I still have questions regarding EDI for VA CCN?

A11: Contact the PGBA EDI Help Desk at 1-800-259-0264, option 1 or by email at PGBA.EDI@pgba.com.

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