Electronic Enrollment Option for TriWest ERA/EFT

TriWest providers can now electronically enroll for ERA and/or EFT through the Availity Essentials Transaction Enrollment application.

Get access
Your organization’s Availity Essentials administrator can set up your user account and access (roles and permissions). For contact information, log into Availity Essentials and click My Account | Organization(s) | Open My Administrators. A user must have the Transaction Enrollment role to be able to perform the ERA and/or EFT enrollment.

Use the application
In Availity Essentials, select My Providers | Enrollment Center | Transaction Enrollment. With the Transaction Enrollment permission, the user can Enroll a single provider or providers in bulk (up to 500 at a time).

Availity Administrators
Log in to Availity Essentials and select Add User to add new users or Maintain User to make changes to existing user accounts. When you get to the Roles page, select Transaction Enrollment to give the user access to enrolling providers in ERA and/or EFT.

Transaction Enrollment application
Start by clicking the Enroll button and enroll a provider or providers in bulk. (Enroll a provider has been selected for this example).

1. Follow the on-screen progress tracker and select your provider.

2. Select TriWest as the Health Plan
3. Select Transaction

Note: TriWest requires providers complete a one-time check validation in Remittance Viewer prior to submitting an Electronic Funds Transfer enrollment request. If you’ve already completed the check validation, this message will not display, and you can move to step #4 and complete the submission.

3. Close up of Select Transactions with the Check Validation message and link to complete the validation.

For assistance with the Remittance Viewer check validation process, click this link to watch a brief demo: One-time check validation process

Once the enrollment submission has been completed:

- At this time, the submitter will receive notification of a communication error with the payer immediately upon submission. Enrollment Status Updates will still be sent from the health plan to providers via E-mail with their existing processes. Providers may update status in Transaction Enrollment manually by selecting Update Status from the enrollment card drop down menu.

- TriWest does not currently support EFT enrollment changes or cancellations through electronic enrollment. Please contact the EDI Help Desk to make changes or cancel existing enrollments. PGBA EDI Help Desk Phone number: 1-800-259-0264
  - Option 1: TriWest
  - Option 2: EDI/ERA
  - Option 3: EFT
Help, Training and Support in Availity Essentials

**Help**
Select Help & Training | Find Help. Search by keyword or the payer's name.

**Training**
Select Help & Training | Get Trained. Search the course catalog by keywords Transaction Enrollment to locate the training demo for this application.

**Support**
Select Help & Training | Availity Support to access online support ticketing and online chat. Or, call 1.800.AVAILITY (282.4548).