

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 technical questions regarding the Availity Portal capabilities for TriWest, please visit <https://www.availity.com/triwest> or call Availity at 1-800-282-4548.
- ➔ For payment issues or claims customer service needs, please contact TriWest at ccnprovider@triwest.com or call 877-CCN-TRIW (877-226-8749).

Register and Login

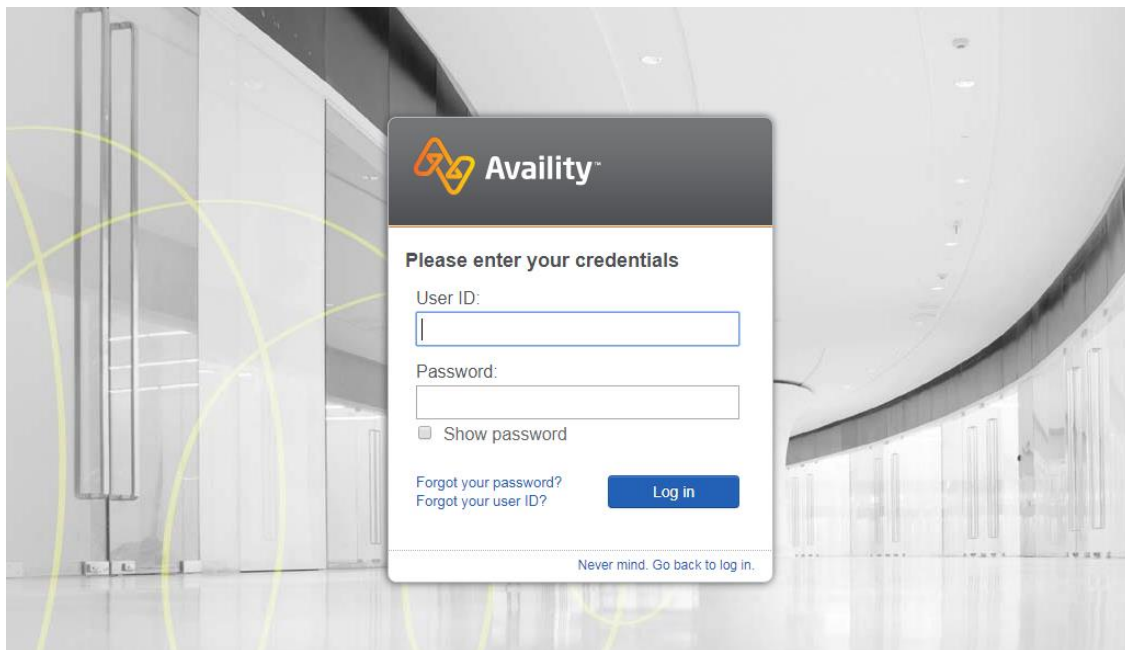
Availity is compliant with all HIPAA regulations, and there is no cost for providers to register or use any of the online tools.

- ➔ **If you are not registered for the Availity Portal, please [register now](#) 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 on REGISTER in the top right corner.



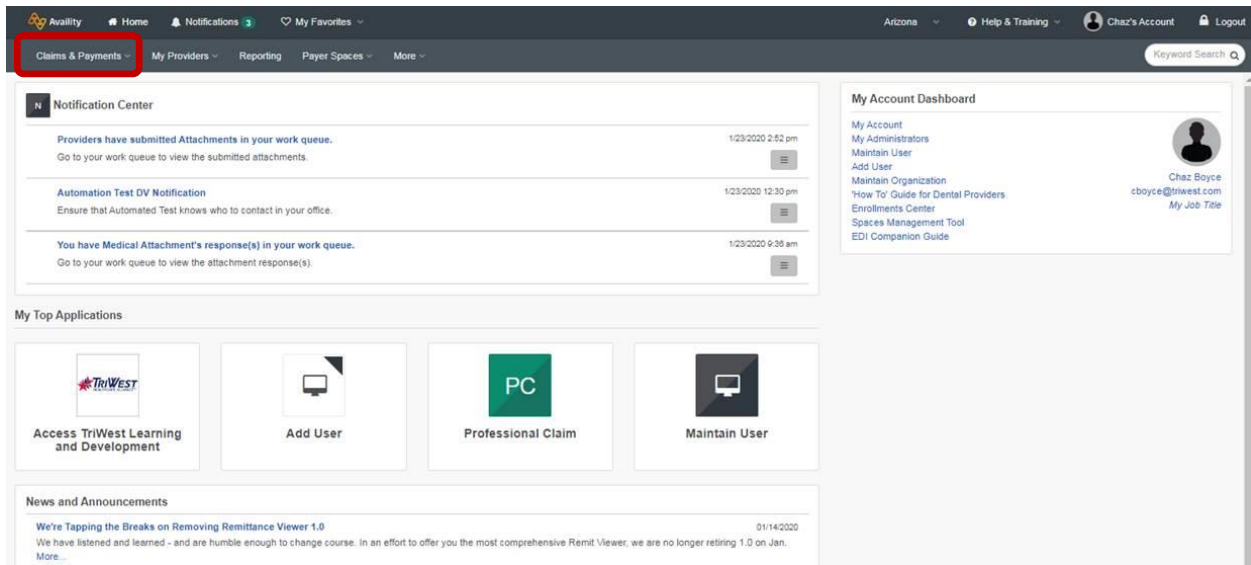
Streamlining your eligibility and benefits, claims management, and authorizations

- Follow the prompts to register. You will need:
 - Basic information about your practice, including your federal Tax Identification Number (TIN) and National Provider Identifier (NPI).
 - The name of someone with the legal authority to sign agreements for your organization. Typically this is an owner or senior partner.
 - The name of an Administrator to oversee implementation and maintain access for your entire organization.
 - If you have a check from TriWest handy, you can complete the registration in real-time.
 - 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.
- You also have a couple of different options to see how registration works. You can either refer to this [quick registration overview PDF](#), or for more details, review this [recorded registration demo](#).
- Once you have registered for a free account, you will Login to Availity with your User ID and password credentials moving forward.



Multi-Payer Space

Availity's multi-payer space allows providers to use Availity for common functions such as claims, eligibility, and notifications. Select "TriWest Healthcare Alliance" within the standard Remittance Viewer or Claims Status to make it easier for you to manage health care for Veterans online.

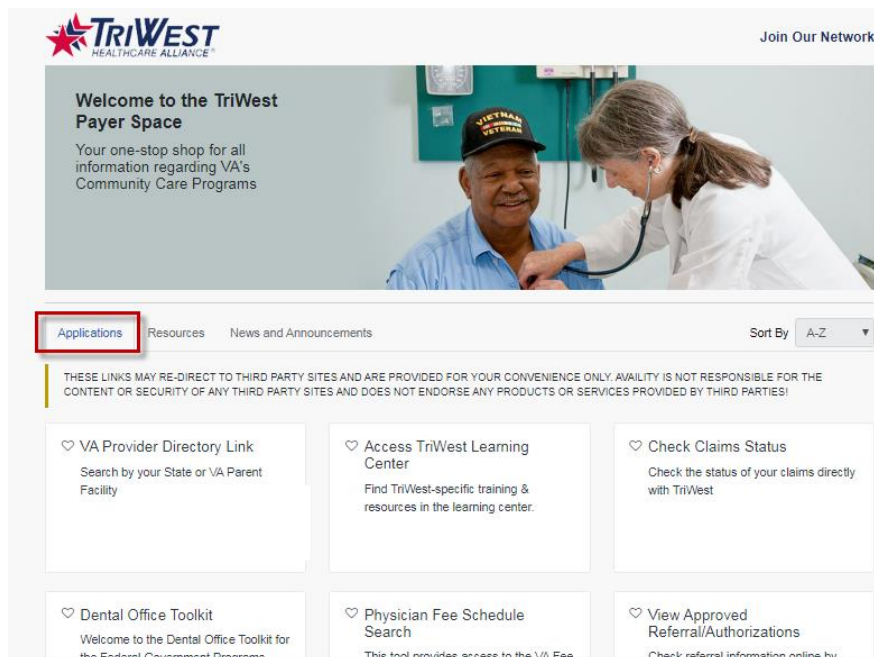


TriWest Payer Space

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

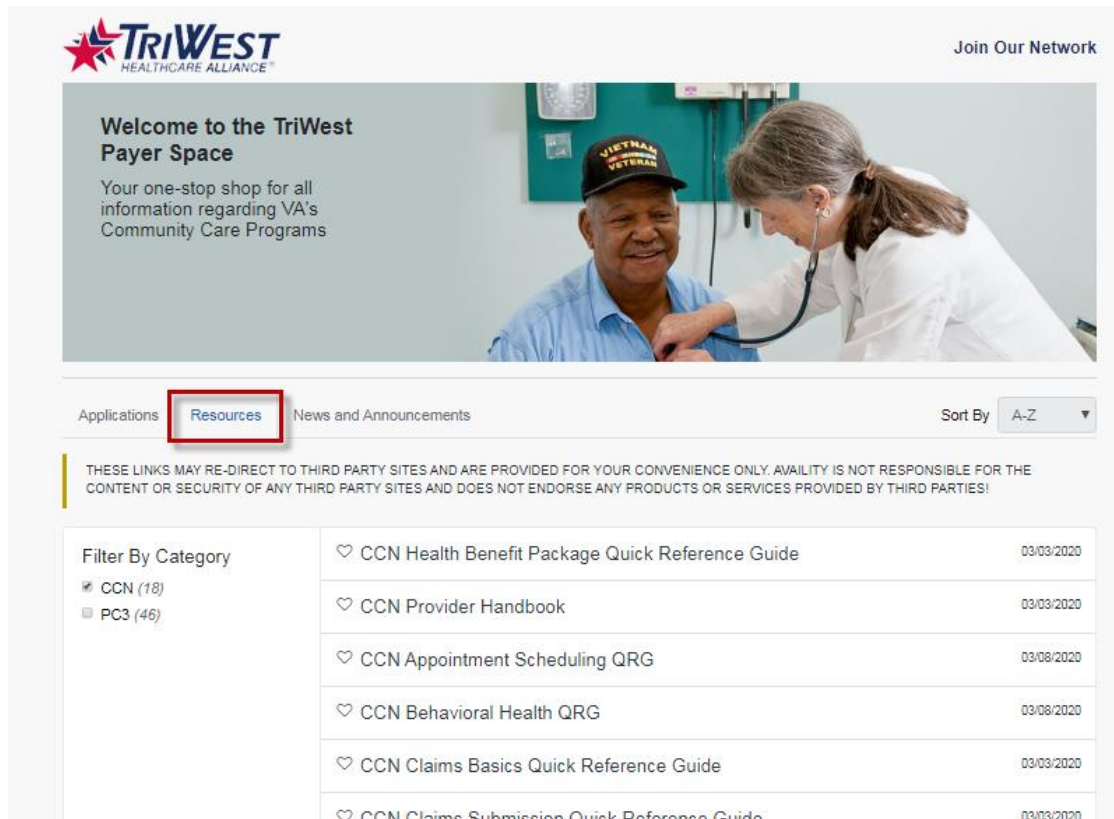
Applications

- Access TriWest Learning Center – register for live webinar sessions on the CCN, enroll for on-demand eSeminar Learning Paths, or view one of several “MicroLearnings” (short bite-sized videos on various topics)
- Prevent medication errors when prescribing to Veterans by accessing real-time pharmacy dispensing information
- Link to the Dental Office Toolkit (dental providers only)



Resources

- Filter by specific categories to find information specific to VA Community Care programs
- Resources include the Provider Handbook and topic-based Quick Reference Guides



Additional Provider Portal Support and Training

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

- To view online help, select **Help & Training | Find Help**.
- To view training options, select **Help & Training | Get Trained** to open the Availity Learning Center (ALC) in a new browser.
- In the ALC, search the catalog by keyword **TriWest** to locate live and on-demand options.
- Select **Sessions** to use the interactive calendar to enroll in the live Availity webinars you want to attend.
- **Tip:** For quick access to the calendar, click and bookmark this link to the interactive calendar.

One of the most popular on-demand training 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.

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