

CCN Contact Information for Providers

Provider Customer Service

- Phone: 877-CCN-TRIW (877-226-8749)
- Email: providerservices@TriWest.com

Requests to Join Network

- Providers interested in joining the TriWest network: <https://joinournetwork.triwest.com>

Claims/Billing Customer Service

- Phone: 877-CCN-TRIW (877-226-8749)
- **Correspondence – Claims**
Mail to:
TriWest Healthcare Alliance
PO Box 42270
Phoenix AZ 85080-2270

PGBA Contacts and Support

- **Medical Claims**
Mail to:
TriWest VA CCN Claims
PO Box 108851
Florence, SC 29502-8851
- **EDI/ERA Support**
PGBA EDI/ERA Help Desk 800-259-0264, Option 1
PGBA.EDI@pgba.com
Fax forms to: 803-264-9864
Payer ID **TWVACCN**
- **EFT Support**
PGBA EFT Customer Service 800-259-0264, Option 3
Fax forms to: 803-419-3233

Portal Contacts and Support

- **Availity**
 - Information on the switch to Availity: <https://www.availity.com/triwest>
 - Technical support: 800-282-4548
- **HSRM Portal**
 - Phone: 844-293-2272
 - Email: HSRMSupport@va.gov

TriWest Classification: Proprietary and Confidential

➔ **VHA TRAIN**

- ➔ Information: https://www.va.gov/COMMUNITYCARE/docs/providers/VHA_TRAIN.pdf

Behavioral Health

- ➔ Phone: 877-CCN-TRIW (877-226-8749) , follow BH prompts
- ➔ Fax: 866-284-3736
- ➔ Email: BHHelp@TriWest.com

Dental

➔ **Delta Dental Customer Service:**

- ➔ Email: fsps@delta.org
- ➔ Phone: 844-825-8111
- ➔ Delta Office Toolkit (DOT): <https://ddfgptoolkits.com>

➔ **Dental Claims**

Mail to:

Delta Dental of California
VA Community Care Network (CCN)
PO Box 537007
Sacramento, CA 95853-7007
Electronic Payer ID: **CDCA1**
Secure Fax: 916-851-1559

➔ **Dental Provider Disputes**

Mail to:

Delta Dental of California
Appeals/Grievances
PO Box 537015
Sacramento, CA 95853-7015

Pharmacy

➔ **Express Scripts Customer Service:**

- ➔ Phone: 800-922-1557
- ➔ Hours of Operation: Monday-Friday: 8 a.m.– 6 p.m. CT