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

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