

PGBA Claims Processor

Frequently Asked Questions

for Providers

The claims processor for TriWest Healthcare Alliance (TriWest) for processing and paying claims under the Department of Veterans Affairs (VA) Community Care Network (CCN) is PGBA.

Take Steps Now to Prepare to Work with PGBA

To prepare to work with PGBA, TriWest encourages you to begin the process of enrolling in Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) and Electronic Data Interchange (EDI) through PGBA at this time.

Visit TriWest's Payer Space on [Availity.com](https://www.availity.com) and go to the Resources tab for the PGBA EFT/ERA Enrollment Package and the PGBA EDI Provider Trading Agreement. Please allow time for processing before contacting PGBA for follow up.

Below are some frequently asked questions to help guide you to work with PGBA.

When will PGBA begin processing CCN claims?

PGBA is now accepting and processing Community Care Network (CCN) claims for Region 4 and Region 5.

When can I begin the EFT/ERA enrollment process?

You are encouraged to begin the enrollment process for Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) and Electronic Data Interchange (EDI) through PGBA at this time. Visit TriWest's Payer Space on [Availity.com](https://www.availity.com) and go to the Resources tab for the PGBA EFT/ERA Enrollment Package and the PGBA EDI Provider Trading Agreement.

How can I enroll for EFT/ERA with PGBA?

Login to [Availity.com](https://www.availity.com). Navigate to the TriWest Payer Space. Click on the Resources tab. Find the "PGBA EFT/ERA Enrollment Package". Complete the forms and submit them to PGBA.

- If you previously were enrolled in EFT with TriWest, provide two prior processor check/EFT numbers received within the last 30 days from separate payment dates.
 - If you don't have two prior processor check/EFT numbers received within the last 30 days, you can sign up for EFT as soon as you provide two PGBA check numbers received within the last 30 days from separate payment dates.

- Once you complete your EFT enrollment form, you can fax it to PGBA at 803-419-3233 or you can mail it to the address below.
- Once you complete your ERA enrollment form, you can fax it to PGBA at 803-264-9864 or you can mail it.
- If you are mailing both EFT and ERA applications, they both can be mailed to

PGBA, LLC
PO Box 108853
Florence, SC 29502-8853

What payer ID should I use to process claims with PGBA?

You should use **TWVACCN** as the payer ID when submitting claims to PGBA. Share this ID with your clearinghouse if you use a third-party entity.

My clearinghouse already files EDI claims to PGBA with other lines of business. Can it use that number?

No. The clearinghouse will be assigned a new PGBA Trading Partner/Submitter ID. Please make sure your clearinghouse is aware of the new TWVACCN payer ID that will be used.

What if my clearinghouse doesn't submit claims to PGBA? What do I need to do?

In order to submit claims directly to PGBA, PGBA must first assign you a submitter ID. In order to receive this ID, your clearinghouse must sign and submit a Trading Partner Agreement and enrollment form. To start the paperwork process, go to the TriWest Payer Space on Availity.com. Click on the Resources tab, download the PGBA EDI Trading Partner Agreement and follow the instructions.

I don't want to use Availity as my clearinghouse. What do I do?

That's OK! You don't have to use Availity as your clearinghouse. You may continue using your existing clearinghouse with PGBA.

What if I want to use Availity as my clearinghouse?

You will also be able to use Availity as your clearinghouse under PGBA.

Can I submit EDI claims directly to PGBA without a clearinghouse?

Yes! You can submit claims directly to PGBA. New direct submitters must file a Trading Partner agreement 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 800-259-0264, option 1 or email PGBA.EDI@pgba.com to request a copy of the EDI Gateway User manual.

How Do I Enroll in EDI?

Login to the TriWest Payer Space on Availity.com. Click on the Resources tab, select the PGBA EDI Provider Trading Partner Agreement, complete the forms and follow the instructions to submit them by either fax or mail.

What about dental or pharmacy claims?

There are no changes for either dental or pharmacy claims provided through Delta Dental or Express Scripts.

Can I submit paper claims to PGBA?

Mail paper claims to:

TriWest VA CCN Claims
PO Box 108851
Florence, SC 29502-8851

Will claims received at WPS after June 8 be forwarded to PGBA?

Yes, the USPS will forward your paper claims to PGBA. However, claims submitted electronically using payer ID VAPCCC3, will be rejected.

If I am a provider in the Pacific Islands where PC3 continues until September, do I still use the TWVACCN as the Payer ID?

Yes. You should use **TWVACCN** when submitting claims to PGBA. Share this ID with your clearinghouse if you use a third-party entity.

What will happen if we need an adjustment on a claim submitted to WPS before June 9, but we need the adjustment to occur after June 9 with PGBA?

PGBA will process any necessary adjustments of claims originally processed by WPS. Claim reconsiderations can be requested by calling TriWest at 877-226-8749 or can be mailed to:

TriWest Claims
PO Box 42270
Phoenix AZ 85080-2270.

How can I get more information on PGBA claims processing?

You can sign up for a PGBA training webinar. Login to the TriWest Payer Space on Availity.com. Navigate to the TriWest Learning Center, click on Sessions, and register for the PGBA Claims webinar.

I have more questions regarding the transition. Who do I contact?

You can contact TriWest Provider Services at providerservices@triwest.com or call TriWest's toll-free CCN Contact Center at 877-CCN-TRIW (877-226-8749).

TriWest Healthcare Alliance

Transaction Type/Document	Where to Submit	How to Get Help
EDI Provider Trading Partner Agreement	PGBA, LLC Electronic Data Interchange PO Box 17150 Augusta, GA 30903 Or Fax: 803-264-9864	Phone: PGBA EDI Help Desk 800-259-0264, option 1 Email: PGBA.EDI@pgba.com
ERA Enrollment Form	PGBA, LLC VA CCN Electronic Data Interchange PO Box 17150 Augusta, GA 30903 Or Fax: 803-264-9864	Phone: PGBA EDI Help Desk 800-259-0264, option 1 Email: PGBA.EDI@pgba.com
EFT Authorization Agreement	PGBA, LLC PO Box 108853 Florence, SC 29502-8853 Or Fax: 803-419-3233	Phone: PGBA EFT Customer Service 800-259-0264, option 3