CCN Contact Information for Providers

Provider Customer Service

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

Requests to Join Network

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

Claims/Billing Customer Service

- Phone: 877-226-8749 (877-CCN-TRIW)

Tech Support for EDI for Claims Enrollment (for enrollment only)

- Online: http://www.wpsic.com/edi/edi-forms.shtml
- Email: EDI@wpsic.com
- Phone: 800-782-2680

Claims Submission

- Payer ID for EDI claims submission: VAPCCC3
- Mail original CMS (RED) forms to:
  WPS MVH - CCN
  PO Box 7926
  Madison, WI 53707-7926

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
- VHA TRAIN
  - Information: https://www.va.gov/COMMUNITYCARE/docs/providers/VHA_TRAIN.pdf
Behavioral Health

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

Dental

Delta Dental Customer Service:
Phone: 844-825-8111

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

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