

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
 - Delta Office Toolkit (DOT): <https://ddfgptoolkits.com>

- 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