

# Veteran Self-Service Portal

## Portal Navigation

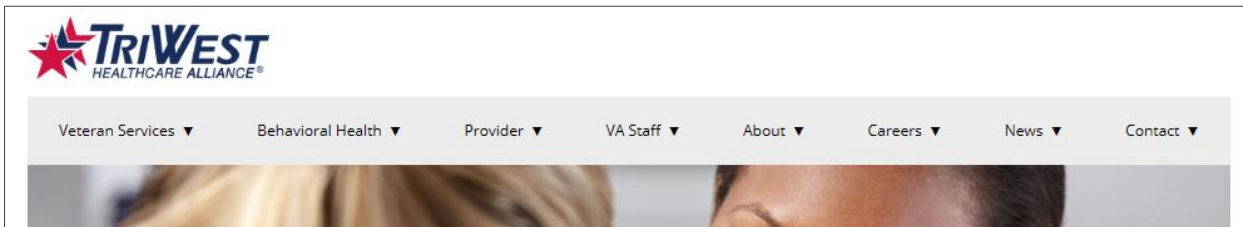
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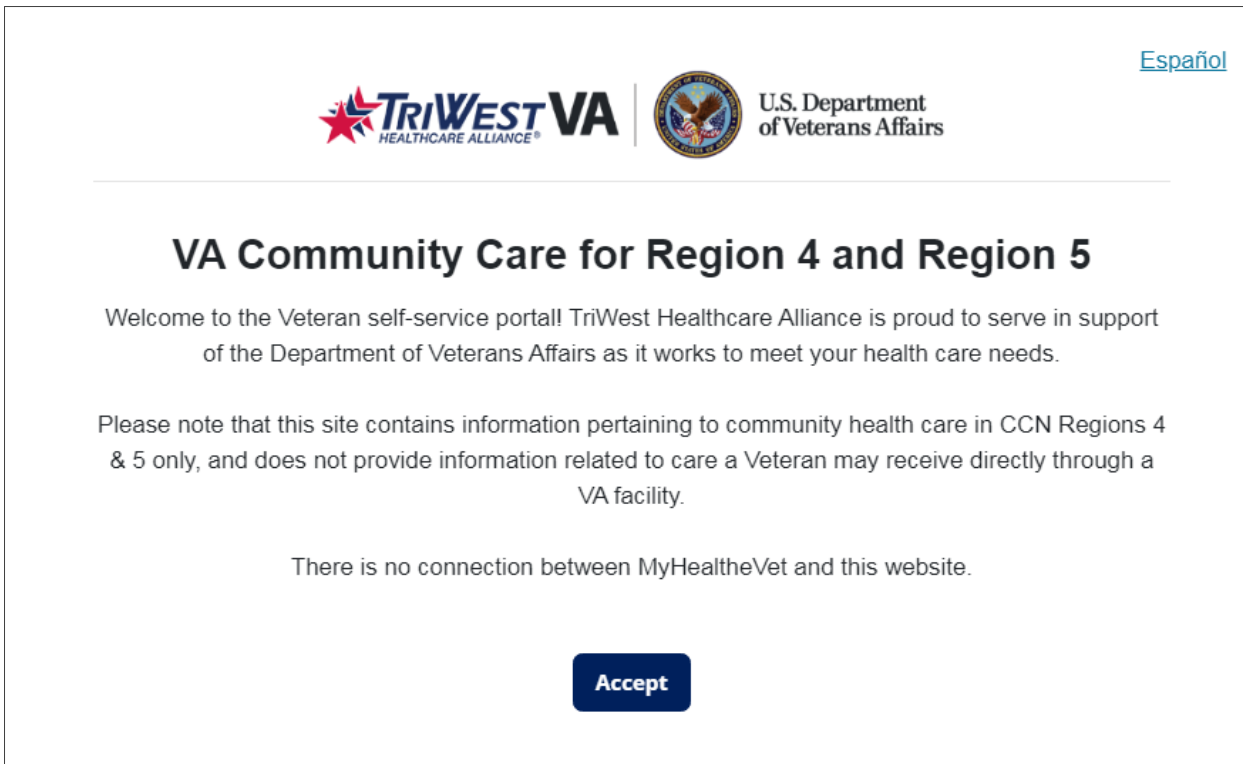
## Veteran Self Service Portal

The Veteran Self Service portal is a centralized location where Veterans are able to learn about community care, eligibility and enrollment, view approved referrals, and claims information. Veterans eligible for CCN are able to register for the Veteran Self Service portal, which allows them to view their personal information in the portal securely. All users are able to view general information on the non-secure side of the portal.

Veterans access the portal from triwest.com. In the header of the triwest.com home page, they select Veteran Services option to expand the menu then they click the Veteran Self Service portal link.

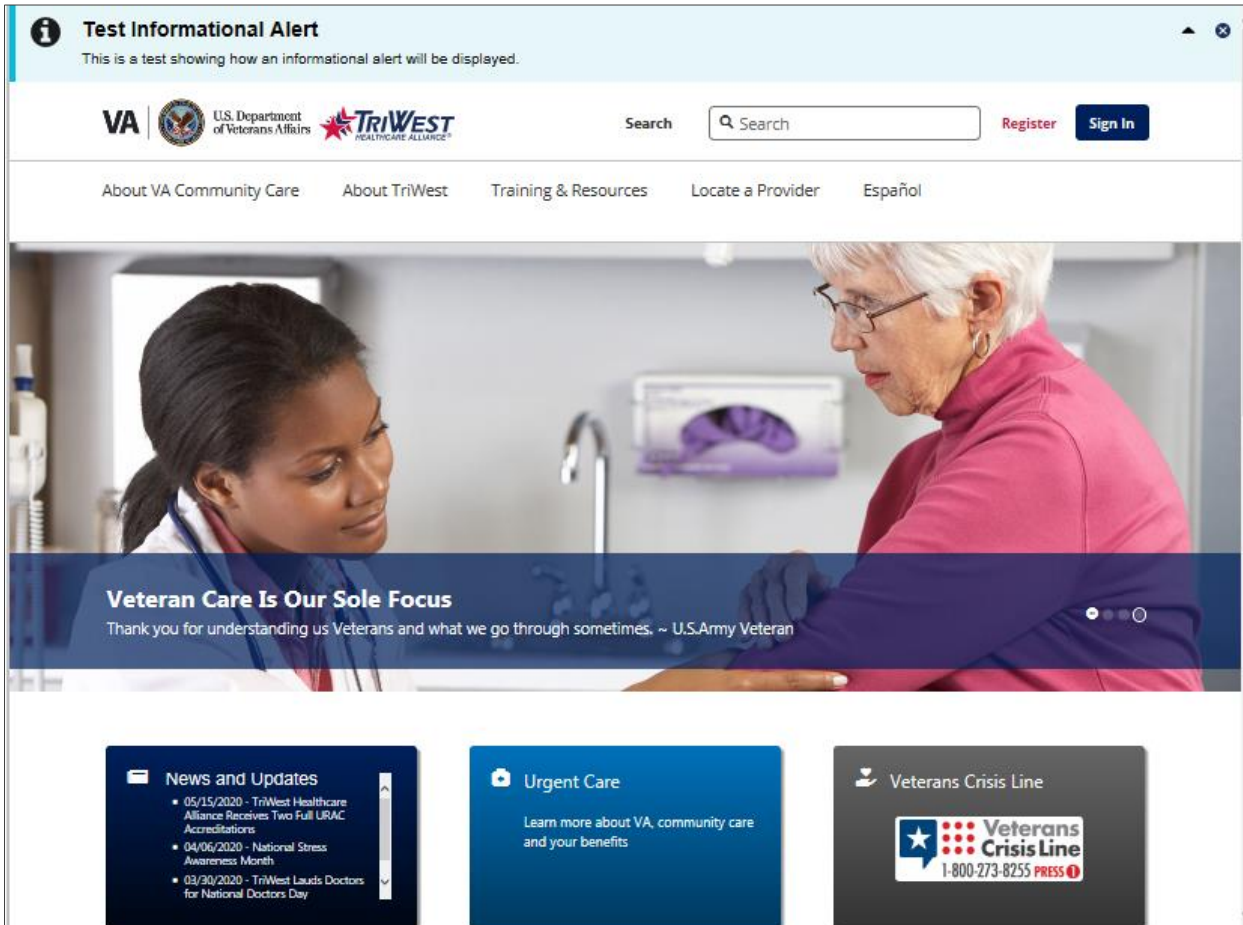


Upon entry of the Veteran Self Service portal a pop-up window displays to explain the type of information the Veteran Self Service portal contains and does not contain. To proceed to the portal, the Veteran must click the Accept button in the pop up window.

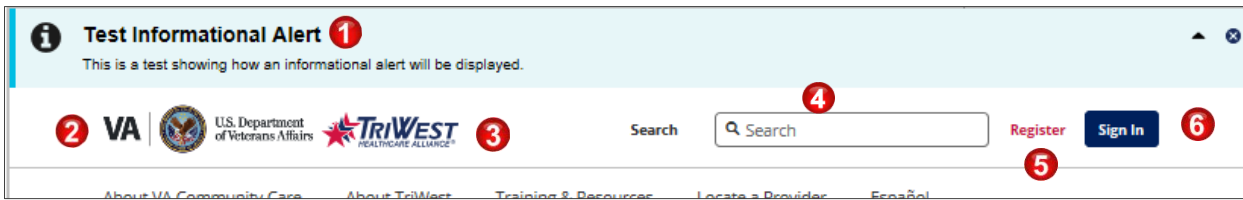


## Veteran Self Service Portal Homepage

The homepage of the Veteran portal provides access to general information, resources, and links to Veteran related websites and information. Veterans also have the opportunity to register and sign in. Veterans must complete registration to view their personal information. Without registering, Veterans only have access to general information and resources.

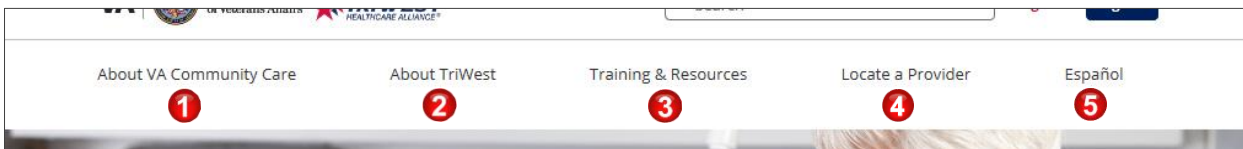


## Header



1. **Alert Message** – Message regarding system outages or scheduled upgrades. Close, collapse, or expand the message with the triangle and x widgets on the right.
2. **VA Logo** – Link to access to [www.va.gov](http://www.va.gov) and [triwest.com](http://triwest.com).
3. **TriWest Logo** – Link to access [www.triwest.com](http://www.triwest.com).
4. **Search** - Use the Search field to search the site for information pertaining to Veteran health care. Topics matching the search value display below the field. Click the desired search result to view the information or page.
5. **Register** – Click to access the registration form.
6. **Sign In** – Click to sign in to the Veteran Self Service portal if already registered.

## Menu Bar




1. **About VA Community Care** – Link to VA’s Community Care webpage.
2. **About TriWest** – Link to the About TriWest Healthcare Alliance screen where Veterans can read a short description of TriWest.
3. **Training & Resources** – Link to the My Training & Resources page where Veterans can view short videos or tutorials.
4. **Locate a Provider** – Link to the VA’s Find VA locations webpage where Veterans can locate in-network providers.
5. **Espanol** – Click to convert the language in the Veteran Self Service Portal to Spanish.

## My Training & Resources

My Training & Resources page consists of short Community Care Network videos or tutorials, resources, and forms.

### My Training & Resources Home

Learn more about VA Community Care, the Community Care Network (CCN), and general information about appointments and claims.









#### CCN Overview

Want to learn more about VA's Community Care Network (CCN)? Watch this video that describes the benefits of CCN, explains TriWest's role, and helps you find additional information.

The following resources are available in Spanish

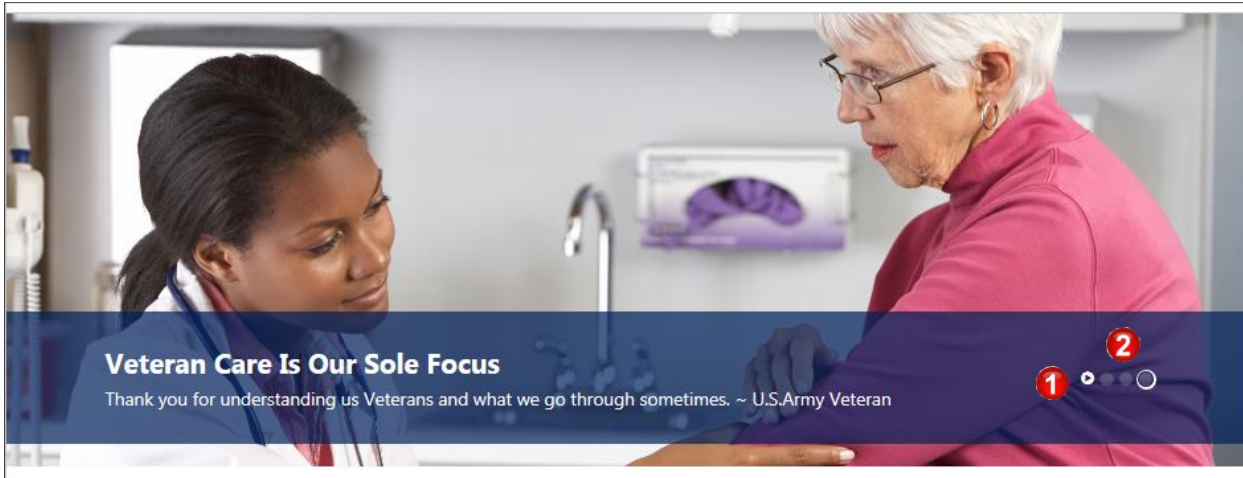
1. Health Care Quality Concern Form
2. Grievance Form
3. Report Fraud, Waste or Abuse Form
4. VA Community Care Network Fact Sheet

### Resources

|   |   |   |   |   |   |
|---|---|---|---|---|---|
|   | 1   | 2   | 3   | 4   |   |
|  |  |  |  |  |  |
| Veteran Appeal Form   | Health Care Quality Concern Form  | Fraud, Waste or Abuse Form  | Grievance Form  | VA Community Care Network Fact Sheet  | Veteran Self-Service Portal User Guide  |

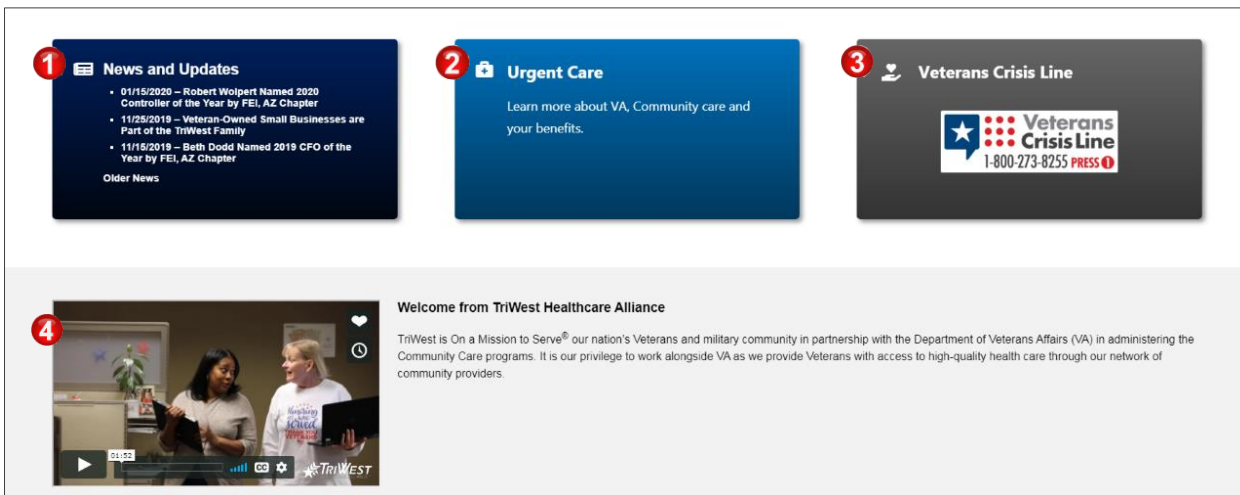
## General Information Slides

General information about the Veteran Self Service portal is shown through the moving slides in the middle of the page. There are three slides.



1. **Pause/Play** – Pause and play the moving image by clicking the pause/play button.
2. **Image Selection** – Click on each circle to see the image corresponding to that circle.

## Menu Boxes



1. **News and Updates** – Links to latest news and articles from TriWest on [www.triwest.com](http://www.triwest.com).
2. **Urgent Care** – Link to the VA's Urgent Care webpage where Veterans can find information about urgent care and locate in-network urgent care providers.
3. **Veterans Crisis Line** – Displays the Veterans Crisis Line contact information in a pop-up window.
4. **Welcome from TriWest Healthcare Alliance** – Videos pertaining to TriWest.

## Footer

The footer section is comprised of links to resources, Veteran related services and information, and social media websites. The footer does not change after the Veteran signs in.

The following resources are available in Spanish

1. Community Care Program Complaints and Grievance Form
2. Report Fraud, Waste or Abuse Form

The screenshot displays the footer area with four columns of content:

- Popular on Community Care Network:** I am a Provider, I am a VA Staff Member, CCN Overview, CCN Region 4 Map, CCN Region 5 Map, Community Care Program, and **Complaints and Grievances** (marked with a red circle 1).
- Popular on VA and other resources:** Explore www.va.gov, Locate a Provider, Veteran CCN Appeals Form, and **Report Fraud, Waste or Abuse** (marked with a red circle 2).
- Contact:** Get help from the Veteran Crisis Line, VA POC: Community Care Contact Center, Contact Information: 1-877-881-7618, and TriWest Customer Service details.
- Social Media:** Facebook, Instagram, Twitter, and LinkedIn icons.

At the bottom, there are three URAC Accredited logos: Case Management (Expires 08/01/2023), Credentials Verification Organization (Expires 02/01/2022), and Health Network (Expires 08/01/2023).

## Register

The Veteran must complete all fields on the registration form to register for the Veteran Self Service portal. The information the Veteran enters on the registration form is validated against the information in TriWest systems to check if they are eligible for CCN.



## Registration Form

**Welcome Veteran,**  
Please fill out the information to complete the registration.

- Veteran Information
- Username & Password
- Security Questions

### Veteran Information

First Name \* **1**

Last Name \* **2**

E-mail \* **3**

Birth Date \* **4**

Phone Number \* **5**

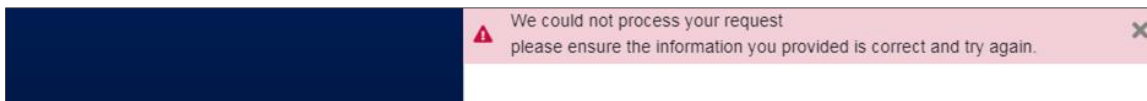
Member ID \* **6**

Branch of Service \* **7**

**8**

1. **First Name** – Enter their legal first name.
2. **Last Name** – Enter their legal last name.
3. **E-mail** – Enter their full e-mail address. This email address is used to reset their password.
4. **Birth Date** – Click the calendar icon to select their date of birth or enter their date of birth.
5. **Phone Number** – Enter their phone number including the area code.
6. **Member ID** – Enter their 10-digit member ID. For help, click the question mark icon.
7. **Branch of Service** – Select a branch of service from the drop down.
8. **Continue** – Click to continue with the registration process.

The Veteran will receive the “We could not process your request” message at the top of the registration form if an error occurs. They must check the information they entered on the form and correct the incorrect fields appearing in red. Veterans can contact the Veteran Portal Support team by phone 1-877-226-8749 if they continue to experience issues registering.



If the Veteran successfully completes the registration form, they can continue with registering and create a username and password.



## Username and Password

Back

Username and Password

Username \* 1

Your user name must be unique. We recommend using your email address as it is easier to remember.

Password \* 2

Your Password must be at least 8 characters. Contain a lower case letter, upper case letter, a number, and does not contain part of your username.

Re-enter Password \* 3

4 Continue

1. **Username** – Enter a username that follows these requirements:
  - A minimum of 8 characters
  - 1 or more numbers
  - 1 or more letters
  - Special characters @ . - \_ only
2. **Password** – Enter a password that follows these requirements:
  - A minimum of 8 characters
  - 1 or more Uppercase letters
  - 1 or more Lowercase letters
  - 1 or more numbers
  - 6 of the characters can occur only once (i.e. cannot be Aabbccdd1, Sassy is ok)
  - Cannot contain any special characters
3. **Re-enter Password** – Enter their password again.
4. **Continue** – Click to continue with the registration process.

After the Veteran creates a username and password they must set two security questions with answers. The answers are case sensitive. This step is essential for future password recovery.

## Security Questions

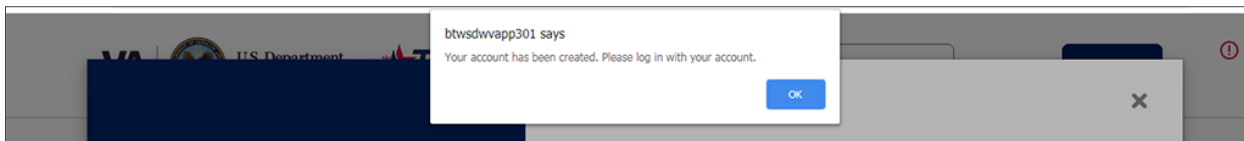
Welcome Veteran,  
Please fill out the information to complete the registration.

- ✓ Veteran Information
- ✓ Username & Password
- ✓ Security Questions

[Back](#)  
**Security Question**  
Security Question \* **1**  
What is the food you least liked as a child?  
Answer \* **2**  
**3** Submit

1. **Secret Question** – Select a question from the Secret Question drop down.
2. **Answer** – Enter the answer to the secret question in the Answer field.
3. **Submit** – Click to submit the secret question and answer.

The Veteran’s account is successfully created when they receive the “Your account has been created” pop up message.



## Sign In

The Veteran can sign in after they successfully register. The Sign In window enables Veterans to sign in, register (if not already registered), recover their username, and reset their password.

A screenshot of the TriWest Healthcare Alliance Sign In page. The page features the TriWest Healthcare Alliance logo at the top. Below the logo, the text "Sign In" is centered. There are two input fields: "User Name" and "Password". Below the "Password" field is a dark blue "Sign In" button. At the bottom of the form, there are links for "Need help signing in?", "Forgot password?", "Forgot username?", and "Help". At the very bottom, there is a link for "Don't have an account? Sign up". Red numbered callouts (1-7) are placed over the form elements: 1 over the User Name field, 2 over the Password field, 3 over the Sign In button, 4 over the "Need help signing in?" link, 5 over the "Forgot password?" link, 6 over the "Forgot username?" link, and 7 over the "Sign up" link.

1. **User Name** – Enter their username they created during registration.
2. **Password** – Enter their password they created during registration.
3. **Sign In** – Click to sign in to the portal.
4. **Need help signing in?** – Click to access the self-service Forgot password?, Forgot username?, and Help options.
5. **Forgot Password?** – Click to reset their password.
6. **Forgot Username?** – Click to retrieve their username.
7. **Don't have an account? Sign up** – Click to register if they have not previously registered.

## Forgot Username Recovery

The username recovery link is what the Veteran can use to retrieve their username. They must enter their information on the form as they provided during registration. Just like the registration form, as the Veteran completes these fields, a message will display below the field if what they enter is not in the correct format.

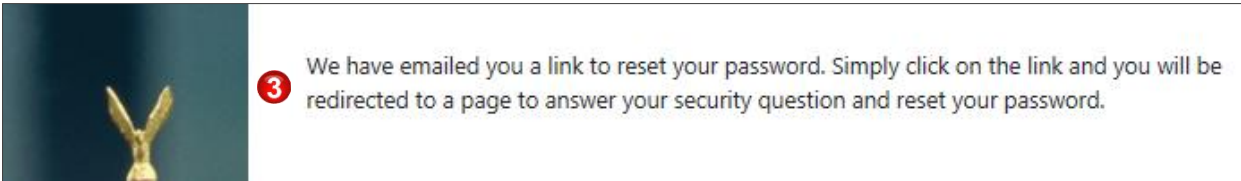
1. **First Name** – Enter their legal first name.
2. **Last Name** – Enter their legal last name.
3. **Birth Date** – Click the calendar icon to select their date of birth or enter their date of birth.
4. **Member ID** – Enter their 10-digit member ID.
5. **Submit** – Click to continue with the process.
6. **Login** – Click to go to the Sign In form.

## Forgot Password

If the Veteran knows their Username but forgot their password, they can have a link sent to their email address to reset their password. The email is sent to the email address they provided during registration. The Veteran is redirected to the password reset web page when they click on the link in the email.

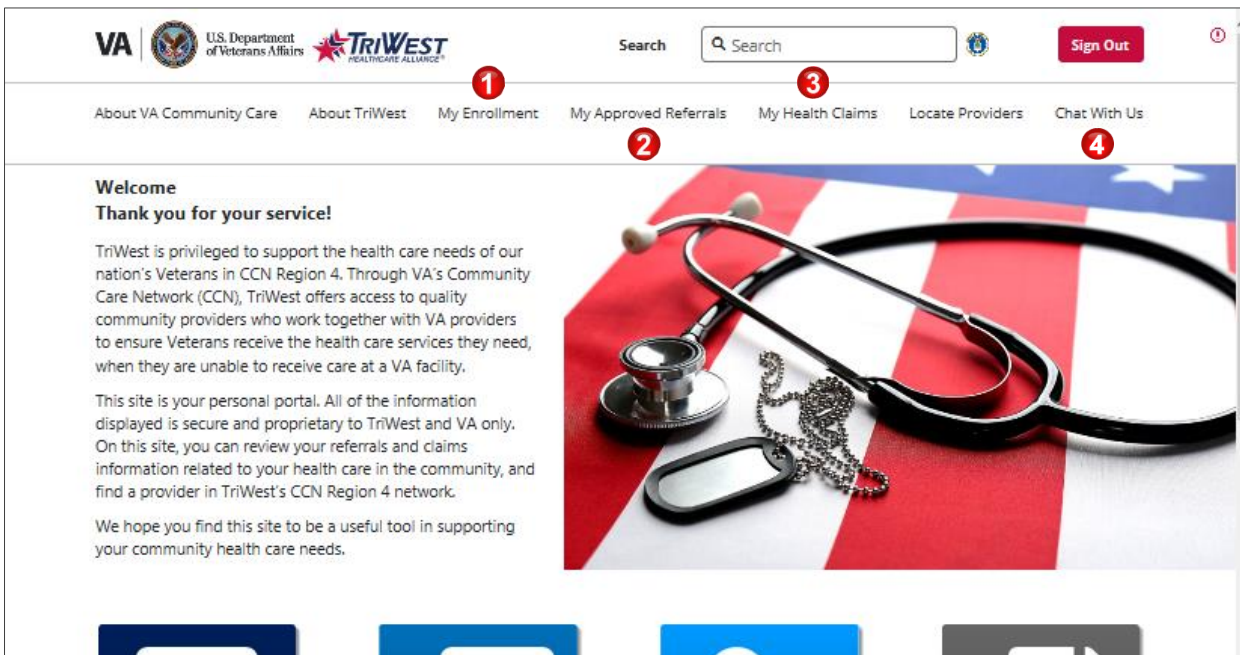
1. **Username** – Enter the username they created during registration.
2. **Continue** – Click to continue with the process.

- The Veteran receives the message to use the link we emailed them. They will be directed to the page where they can answer their security question and change their password.



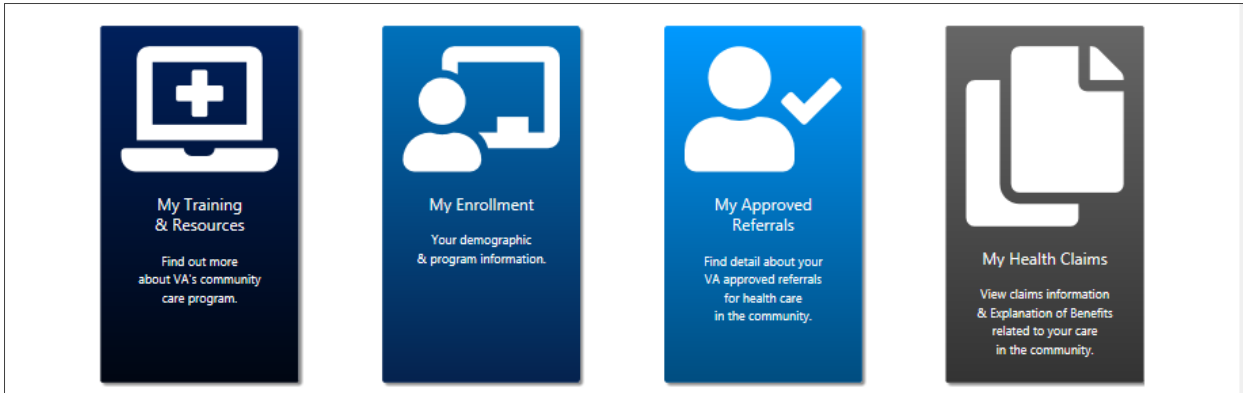
## Secure Veteran Self Service Portal

Once the Veteran signs in, they are greeted with a welcome message and the menu bar displays four new menu items. These menu items enable the Veteran to take an active role in their health care.



- My Enrollment**
- My Approved Referrals**
- My Health Claims**
- Chat With Us**

The My Training & Resources menu box takes the Veteran to the same My Training & Resources screen they can view prior to signing in. The other three menu boxes link to the same pages as the menu items in the menu bar.



## My Enrollment

The My Enrollment screen is where the Veteran can view his or her VA Medical Center (VAMC) enrollment information.

The screenshot shows the "My Enrollment" page with the following elements:

- Navigation: "< Back" and "Home" (with a house icon).
- Greeting: "Hello, [Name] Thank you for your service!"
- Section 1 (1): Member information fields including Member Name, Home Phone, Member ID, Cell Phone, SSN, Email, ICN, Residential Address, Date of Birth, Enrolled VA Facility, and Gender.
- Section 2 (2): "Explanation of Benefits (EOB)" section with a description and radio button options: "Individual - Default (Mailed)", "Individual (Online only)", and "Monthly Summary (Mailed)".
- Section 3 (3): "Want to update your information? Please [click here](#)." link.
- Section 4 (4): "Authorized Representatives" section showing "No Records on File".
- Section 5 (5): "Eligible Programs" section showing "No Records on File".
- Disclaimer: "Your eligibility to receive health care services through CCN is determined by VA. If you need to update your information shown on this page or have any question related to your information or your eligibility, please contact VA Community Care Contact Center, 1-877-881-7618."

1. My Enrollment enables the Veteran to see his or her demographics. These fields are read-only. If the Veteran needs to update his or her information, they must do so with VA.
2. Explanation of Benefits (EOB) enables the Veteran to choose his or her preferred method to view and/or receive details for processed medical and dental claims.
3. The "Want to update your information? Please click here." is a link to the VA Form 10-10EZR form on va.gov.

4. Authorized Representative enables Veterans to see any authorized representatives, if applicable.
5. Eligible Programs enables Veterans to see his or her eligible programs.

## My Approved Referrals

The My Approved Referrals screen is where the Veteran can view a summary of each of their referrals for community health care.

The screenshot shows the 'My Approved Referrals' interface. At the top, there is a '< Back' link and a 'Home' icon. Below the title, a subtitle reads 'Find detail about your VA approved referrals for health care in the community'. A search bar is labeled 'Search:' with a red '1' and contains the text 'Search by VA Referral #'. Below the search bar are filter sections: 'Filter:' with a red '2', 'Referring Facility' (with options for 'All Referring Facility' and 'VANCOUVER VAMC'), 'Status' (with options for 'All Status', 'Appointment Scheduling in process', and 'In Process'), 'Category of Care' (with a dropdown menu), and 'Program' (with options for 'All Program' and 'PC3'). A table below displays referral details with columns: 'VA Referral #', 'Case Type', 'Referring Facility', 'Status', 'Category of Care', and 'Program'. A red '4' is placed over the 'VA Referral #' column, and a red '3' is placed over the 'Status' column. The first row shows a referral with VA Referral # 142768824904, Case Type 'IVF Treatment Male and Female patients Profile', Referring Facility 'VANCOUVER VAMC', Status 'Appointment Scheduling in process' (with a question mark icon), Category of Care 'Biofeedback', and Program 'PC3'.

1. Search for community care referrals using **VA referral** number.
2. Filter the referrals by referring facility, status, category of care, or program.
3. Hover over the question mark icon in the **Status** column for an explanation of the referral status. (see below for example)

This close-up shows the 'Status' column of the referral table. A tooltip is displayed over the question mark icon, containing the text: 'This referral is being scheduled with a medical provider. You will be contacted with an appointment date and time.' The tooltip is positioned over the 'Appointment Scheduling in process' status text.

4. Click the **VA Referral** number link to view additional details of their referral.
5. Click the **Click Here** to check documentation link to view attached documentation if applicable.



< Back Home

### Approved Referral Details

VA Referral #: 142768824904    Case Type: IVF Treatment Male and Female patients Profile    Status: Initial Appointing - Searching for Provider

Referring Facility: VANCOUVER VAMC    Program: PC3    Category of Care: Biofeedback

Initial Appointment Date: 08/15/2014    Documentation: [Click Here to check documentation](#) **5**

| Service Provider       | Service Provider       | Service Provider       | Service Provider       |
|------------------------|------------------------|------------------------|------------------------|
| Not Available          | Not Available          | Not Available          | Not Available          |
| Address                | Address                | Address                | Address                |
| Not Available          | Not Available          | Not Available          | Not Available          |
| Phone Number           | Phone Number           | Phone Number           | Phone Number           |
| Not Available          | Not Available          | Not Available          | Not Available          |
| Status                 | Status                 | Status                 | Status                 |
| Pended-Post Automation | Pended-Post Automation | Pended-Post Automation | Pended-Post Automation |
| Specialty              | Specialty              | Specialty              | Specialty              |

## My Health Claims

The My Health Claims screen is where the Veteran can view their medical, dental, and pharmacy claims for care in the community.

< Back Home

### My Community Health Claims

Search :

Filter :

Provider

All Provider

Status

All Status

**1**      **2**      **3**

My Medical Claims    My Dental Claims    My Pharmacy Claims

| Claim ID          | Provider | Date of Service | Date Claim Received | Date Claim Processed | Amount Billed | Amount Paid | Status | EoB |
|-------------------|----------|-----------------|---------------------|----------------------|---------------|-------------|--------|-----|
| No records found. |          |                 |                     |                      |               |             |        |     |

1. My Medical Claims
2. My Dental Claims
3. My Pharmacy Claims

## My Medical Claims

The My Medical Claims tab shows the Veteran their CCN medical claims for community care and enables access to the explanation of benefits (EOB) for the applicable claim.

The screenshot shows the 'My Medical Claims' interface. At the top, there is a search bar labeled 'Search:' with a red circle '1' next to it, containing the text 'Search by Claim ID, Date of Service, Amount Billed'. Below the search bar is a filter section labeled 'Filter:' with a red circle '2' next to it. It contains two dropdown menus: 'Provider' with an option 'All Provider' and 'Status' with an option 'All Status'. Below the filters are three tabs: 'My Medical Claims' (highlighted with a red circle '3'), 'My Dental Claims', and 'My Pharmacy Claims' (with a red circle '4' next to it). Below the tabs is a table with a red circle '3' next to it. The table has columns: 'Claim ID', 'Provider', 'Date of Service', 'Date Claim Received', 'Date Claim Processed', 'Amount Billed', 'Amount Paid', 'Status', and 'EoB'. Below the table, it says 'No records found.'

1. Search for claims using claim ID, date of service, or amount.
2. Filter medical claims by provider or status.
3. Sort information alphabetically, numerically, or chronologically by **Claim ID**, **Date of Service**, **Date Claim Received**, **Date Claim Processed**, **Amount Billed**, and **Amount Paid**.
4. View and/or download the **EOB** by clicking the paperclip icon.

## My Dental Claims

The My Dental Claims tab shows the Veteran their CCN dental claims in the community and enables access to the explanation of benefits (EOB) for the applicable claim.

The screenshot shows the 'My Dental Claims' interface. At the top, there is a search bar labeled 'Search:' with a red circle '1' next to it, containing the text 'Search by Claim ID, Date of Service, Amount Billed'. Below the search bar is a filter section labeled 'Filter:' with a red circle '2' next to it. It contains two dropdown menus: 'Provider' with an option 'All Provider' and 'Status' with an option 'All Status'. Below the filters are three tabs: 'My Medical Claims', 'My Dental Claims' (highlighted with a yellow background and a red circle '3'), and 'My Pharmacy Claims' (with a red circle '4' next to it). Below the tabs is a table with a red circle '3' next to it. The table has columns: 'Claim ID', 'Provider', 'Date of Service', 'Date Claim Received', 'Date Claim Processed', 'Amount Billed', 'Amount Paid', 'Status', and 'EoB'. Below the table, it says 'No records found.'

1. Search for claims using claim ID, date of service, or amount.

2. Filter medical claims by provider or status.
3. Sort information alphabetically, numerically, or chronologically by **Claim ID**, **Date of Service**, **Date Claim Received**, **Date Claim Processed**, **Amount Billed**, and **Amount Paid**.
4. View and/or download the **EOB** by clicking the paperclip icon.

## My Pharmacy Claims

The Veteran can view their CCN pharmacy claims in the community on the My Pharmacy Claims tab.



1. Search for the claim by **National Drug Code** or **Drug Name**.
2. Sort by **National Drug Code**, **Drug Name**, **Strength**, **Quantity**, or **Dispensed Date**.