



# Introduction to the Provider Portal Quick Reference Guide

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#### **Key Points**

- Access the TRICARE West Region Payer Space to use TriWest provider tools, view helpful provider resources, and access the TriWest Learning Center.
- Ensure you log in frequently to check for recent updates or system changes that may affect your work.

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# Introduction

The Availity provider portal helps you manage resources, TriWest communications, claims, and more. This guide will help you navigate the provider portal, update your provider and office information, submit claims, track your claim status, and use the portal effectively.

## **Accessing the Provider Portal**

- 1. Navigate to the <u>Availity home page</u>.
- 2. Select Essentials Login.







- 3. This will open the login page.
- 4. Enter your login credentials into the **User ID** and **Password** fields.
- 5. Select Sign In.

	New to Availity?
Sign In	Create a free account and discover all the benefits of using Availity.
User ID 4	Free, real-time access to hundreds of payers
Password	Check eligibility, submit claims, collect patient payments and track ERAs
Sign In 5	Update your provider profiles
Forgot your Forgot your user ID? password?	paperwork
	Create a Free Account
Note: Your Availity account and login credentials belong only to you. Sharing accounts may violate HIPAA regulations regarding data privacy.	

6. The provider portal dashboard will open.

Availity   eessentials 🐐 Home 🗘 Notifications 🗢 My Favorites 🗸	Arizona 🗸 🕜 Help and Training 🖌 💽 Account 🗸 🔒 Logo
Patient Registration × Claims & Payments × Clinical × My Providers × Reporting × Payer Spaces × More ×	Keyword Search
Notification Center You have no notifications.	My Account Dashboard
TRICARE Week TRICARE Week Submit Referral/Auth Eligibility and Benefits Claim Status Claims & Encounters	My Account Manage My Organization 'How To' Guide for Dental Providers Enrollments Center EDI Companion Guide New Window Test
Inquiry  News and Announcements NEW ALERT  A TRICARE West Region Providers: Online Referral/Auths Submission Online Referral/Auths Submission is quickest way to get care for your patients. Go to TRICARE West payer space for training, guides, and the application fo More	AZ Blue Welcomes You!
▲ This is an alert     10/29/2024       This is an alert     10/29/2024	VISIT PAYER SPACE





# **Navigating the Provider Portal**

- 1. The dashboard provides various panels to help you navigate the portal quickly and efficiently.
  - A. Check the **Notification Center** for messages in your inbox.
  - B. Select a card in My Top Applications to open an application.
  - C. Check **News and Announcements** for a global list of recent updates and announcements.



2. Select **Notifications** to check any messages in your inbox. **Note:** You can also view your notifications from your dashboard's Notification Center.

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ion >	Providers have submitted Attachments in your work queue.	orting Y Payer Spaces Y More Y
lifica	Go to your work queue to view the submitted attachments.	
Provi So to	View all	4/14/20
		Showing 1 out of 1





- 3. Select **Payer Spaces** to start interacting with payers. There are two spaces you can use.
  - A. The **Payer Space** lets you customize the portal view to focus on and interact with individual payers. This space provides access to payer-specific functions and information.
  - B. The Multi-Payer Space lets you access information from and submit claims to multiple payers simultaneously. This space houses broader payer-related activities and tools. Note: You can be favorite certain Payer Spaces for quick access by selecting the heart icon next to the payer name.
- 4. Select the TRICARE West Region Payer Space.

~	Reporting	g ~	Payer Spaces <b>3</b> More	~
	TRICARE West	TRIV	VEST - TRICARE	4
ı hi	va con <b>#TriWest</b>	TriW	est Healthcare Alliance	Ø
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5. The TRICARE West Region Payer Space will open. This page provides various TRICARE resources, services, and support for the West Region.





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A. Select **Access TriWest Learning Center** to access TriWest-specific trainings and learning resources.

Start ty	/ping to this payer space				Q Search
Applic	ations 2 Resources 12 News and	Announce	ements 1	Sort By (	A-Z
THES CONT	E LINKS MAY RE-DIRECT TO THIRD PARTY SIT	TES AND AI	RE PROVIDED FOR YOUR CONVENIENCE ON DES NOT ENDORSE ANY PRODUCTS OR SER	LY. AVAILITY IS NOT RESPONSIBLE FOR VICES PROVIDED BY THIRD PARTIES!	THE
♡	Access TriWest Learning Center Find TriWest-specific training & resources in the learning center.	♥	Chat with TriWest Check claims status 24/7 or chat with rep 8 AM - 6 PM in your time zone	Submit Referral/Aut TriWest Healthcare Allian Payer Space, Application	h nce TriCare s
$\heartsuit$	XPressClaim Claim New Submission Submit claims and supporting records; often receive instant payment results.	♡	XPressClaim Document New! Submission Look up a previously submitted claim and attach a supporting document to it.		

7. The **Resources** tab provides a list of internal and external resources for TRICARE providers, such as frequently asked questions or High Performing Provider (HPP) scorecard information.

Start t	yping to search this payer sr 7	<b>Q</b> Sear	ch
Appli	cations 2 Resources 12 News and Announcements 1 Sort By	/ A-Z	~
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$\diamond$	PGBA EFT/ERA Enrollment Package	02/02/20	20
$\heartsuit$	Arista e-Consult	w! 08/09/20	24
$\heartsuit$	Autism Care	w! 08/09/20	24
$\heartsuit$	Electronic Reconsideration Requests	w! 08/09/20	24
$\heartsuit$	Frequently Asked Questions	07/01/20	24
$\heartsuit$	HPP Scorecard Information A document/link to an overview of TriWest's High Performing Provider program and information that will help a provider understand the program	w! 08/08/20	24





8. The **News and Announcements** tab will display a list of TriWest-specific updates and announcements.

Start typing to sea	arch this payer space	e	Q Search
Applications 2	Resources 12	News and Announcements 1	
THESE LINKS MA CONTENT OR SE	AY RE-DIRECT TO THI	RD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPO ID PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD	NSIBLE FOR THE PARTIES!
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THIS IS THE THIS NEWS	SUPER DESCRIPTI	VE DESCRIPTION OF THE INFORMATION THAT HELPS DESCRIBE THE DESCRIPTION	\OF





- 9. Select Help & Training to view various support and training options.
  - A. Select Get Trained to access the Availity Learning Center. The Learning Center provides training resources to support your professional development and mastery of Availity's features. Some of the resources you'll find include detailed guides, instructional videos, and more. Note: You can also access the Availity Learning Center from your dashboard.

jton 🗸	Help & Training ~	9
	Find Help	
	Payer Help	
	Get Trained	
	Availity Support	
	View Network Outages	
	Payer Training	ARE WES
	Share My Screen	



# **Updating Provider and Office Information**

1. Navigate to the main dashboard.



- 2. Select My Providers from the ribbon.
- 3. Select Provider Data Management.







- 4. The Business Profiles page will open.
- 5. Enter the provider's name or National Provider Number (NPI) into the search field.
- 6. Select the provider from the search results.

Availity   essentials # Home A Notifications 1 🕫 N	y Favorites ∨ Georg	gia 🗸 🛛 Help & Training 🗸 💽 Mallory's Account 🗸 🔒 Logou
Patient Registration ~ Claim Payments ~ Clinical ~ My Pro	viders ~ Reporting ~ Payer Spaces ~ More ~	Keyword Search Q
Business Profiles		
Why should I do this?		
Complete your provider profile and we will send it to participating payers, add	ionally you can print and send a PDF to any other payer.	
Past Due	Check-in	Not Started
0	0	0
${f 1}$ of ${f 1}$ Directories are past due for verification	${\bf 0}$ of ${\bf 1}$ Directories require quarterly check-ins	${f 0}$ of ${f 1}$ Directories haven't been started
You have 1 business that needs to be verified this qui		Don't see your business listed? O Search and Add
Bearch	T Filters × EXCLUDE CLOSED BUSINESSES CLEAR ALL	III List III Grid
Why am I seeing these businesses? <b>1</b>		6
860813402 - TriWest Healthcare Alliance Corp 🔒 This business ha	i never been verified <b>Status</b> Past due. Verify	now
1		

- 7. The provider's business profile will open. From here, you can update fields like the provider's phone number, email, office hours, physical address, and more.
- 8. Locate the field you want to update.
- 9. Select Edit on the field.
- 10. Update the information as needed.
- 11. Repeat steps 8–10 until all desired changes are made.
- 12. Review all changed fields for accuracy.
- 13. Select **Save** once done.
- 14. You've successfully updated the provider and office information.





# **Submitting Claims**

1. Navigate to the main dashboard.



- 2. Select Claims & Payments from the ribbon.
- 3. Select Claims & Encounters.







- 4. The claims submission page will open.
- 5. Complete all Insurance Company and Benefit Plan Information fields, including:
  - A. Organization
  - B. Claim Type
  - C. Payer
  - D. Responsibility Sequence

**Note:** You must complete fields marked with a red asterisk to submit the claim. Filling out additional fields can be helpful but is optional. Ensure you complete the fields as accurately as possible. This helps ensure your claim is processed more efficiently.

CE Claims & Encounters			Need Help? <u>Watch a</u>	demo for submitting Professional Claims. Give Feedback
Organization TriWest Healthcare Alliance Corp	IATION Claim Type Professional Claim	Payer TRIWEST HEALTHCARE	ALLIANCE × • Primary	ty Sequence @
Set / Show Form Data PATIENT INFORMATION Select a Patient (2)				
Type to search				*

6. Complete all required Patient Information fields.

Set / Show Form Data				
PATIENT INFORMATION				G
Select a Patient 🕐				0
Type to search				×
* Last Name	First Name		Middle Name	Suffix
* Date of Birth	* Gender		* Relationship 💡	
mm/dd/yyyy	Type to search		▼ Self	*
* Address 👔	Address 2 🕜		Country 🕜	
			United States	*
* City	* State	* Zip Code	Patient Amount Paid ?	
	Type to search			
Patient is deceased				
• Add Ancillary Claim/Treatment Information				





7. Complete all required Subscriber Information fields.

* Subscriber / Insured ID 🕢	Group Number 🕜	Authorized Plan to Remit Payment to Provider?     Type to search
前。Add Secondary Insurance Plan		

8. Complete all required Billing Provider Information fields.

BILLING PROVIDER INFORMATION		8
Select a Provider 📝		
Type to search		•
* Organization / Last Name ?	First Name	Middle Name
* NPI 🕖	* EIN 🕢	* SSN 🕗
* Specialty Code 2	* Address 📀	Address 2 🥥
Type to search	•	
Country 😮	* City	* State * Zip Code
United States	*	Type to search 👻
Pay-to address is the same as the billing address  Add Contact Information		

9. Complete all required **Claim Information** fields.

CLAIM INFORMATION				9
* Patient Control Number / Claim Number 💡	* F	Place of Service ?		* Frequency Type 💽
	Тур	be to search	*	Type to search
* Provider Accepts Assignment ?	* F	Release of Information 🕜		* Provider Signature on File ?
Type to search	• Тур	be to search	*	Type to search
* Claim Filing Indicator	* F	Prior Authorization Number		Medical Record Number
CI - Commercial Insurance Co.	•			
Care Plan Oversight Number	Clinic	al Laboratory Improvement Amendment Num	nber	Spinal Manipulation Service Patient Condition Code
				Type to search
Claim Note Reference Code				
Type to search	-			





- 10. Enter the diagnosis code into the **Principal Diagnosis Code** field.
- 11. Complete all required Lines fields.

Principal Diagnosis Code @ ype to search				
Add Additional Claim Information V ES 1 * Service From Date ? Service To Date mm/dd/yyyy	Place of Service 🕜 Type to search 👻	<ul> <li>★ Procedure Code ②</li> <li>Type to search ▼</li> </ul>	Procedure Description	Modifier
Emergency Indicator   Diagnosis Code Pointer   Type to search	* Charge Amount	* Quantity 🚱	* Quantity Type 🕑 UN - Unit →	= Actions

- 12. Review all fields for accuracy and completeness.
- 13. Select **Submit** once done.
- 14. You've successfully submitted your claim. The system will process the claim and forward it to the payer for review.





# **Tracking Claims**

1. Navigate to the main dashboard.

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Patient Registration × Claims & Payments × Clinical × My Providers × Reporting × Payer Spaces × More ×	Keywo
Notification Center       You have no notifications.	My Account Dashboard
Submit Referral/Auth Eligibility and Benefits Inquiry Claim Status Claims & Encounters	EDI Companion Guide New Window Test
News and Announcements NEWALERT	AZ Blue Welcomes fou:
▲ TRICARE West Region Providers: Online Referral/Auths Submission 01/22/2025 Online Referral/Auths Submission is quickest way to get care for your patients. Go to TRICARE West payer space for training, guides, and the application fo More	
▲ This is an alert 10/29/2024 This is an alert	
New Latest news 03/26/2025	Vor AU001 Vor PATER SPACE

- 2. Select Claims & Payments from the ribbon.
- 3. Select Claim Status.

Claims & Payments ~ 2 cal ~	My Providers ~	Reporting ~	Payer Spaces ~	More ~
Claim Status & Payments	Claims		EDI Clear	inghouse
Cs Claim Status	♡ <mark>ce</mark> C	laims & Encounter	rs 🛇 ED	Send and Receive EDI Files
C RV Remittance Viewer	S MA M	ledical Attachment	s 🛇 Fr	File Restore
	I MA A	ttachments - New	S ED	EDI Reporting Preferences
	V EP V	iew Essentials Pla	ns 🗢 TE	Transaction Enrollment
			♡ 00	EDI Companion Guide
			♡ ⊑	Payer List





- 4. The Claim Status page will open.
- 5. Enter the search criteria into the fields.
- 6. Select Submit.

🗞 Availity   🤤 essentials 🔺	Home 🌲 Notifica	itions 1 🛛 🗢 My F	avorites ~			Georgia 🗸	Help & Training ~	Mallory's Account ~	🔒 Logout
Patient Registration - Claime	is & Payments ∽ Cli	inical - My Provide	rs ~ Reporting ~	Payer Spaces ~	More ~			Keywor	rd Search Q
Home > Select > Search								Need Help? Le	arn More
🔤 Claim Statu	us							Give Fe	5
Organization				Payer @					
TriWest Healthcare Alliance Cor	rp				ST HEALTHO	CARE ALLIANCE			~
Member Service Date	Claim History							View Saved Sea	arches
Fields marked with an asterisk	k * are required.								- 1
* Provider Tax ID 😧		Pro	vider NPI 📀			* Me	mber ID 😧		
* Service Dates 😢									
From Date		- To	Date					(6)	

- 7. Select the appropriate search result.
- 8. You've successfully found your claim status. The status will be updated to show if the claim is pending, approved, or denied. It will also indicate if the claim requires additional information to proceed.



## **Using the Provider Portal Effectively: Tips and Tricks**

- 1. Log into your provider portal account frequently. Logging in regularly lets you check for any recent updates or system changes that may affect your work.
- 2. **Subscribe to receive email or text alerts**. Subscribing keeps you informed of any critical updates or important information.
- 3. **Participate in training sessions and webinars scheduled on the portal.** These training opportunities help you stay updated on new features and best practices.
- 4. **Monitor the News & Announcements section** for new information about updates and system changes.
- 5. **Use secure methods when transferring sensitive information**. Before sending any documents, verify the recipient's details to ensure you're sending it to the right person. Submit your reports promptly. Confirm that any documents you send have been received successfully.
- 6. Follow best practices when submitting claims.
  - A. Verify all information is complete and accurate before submitting a claim.
  - B. Provide complete documentation with your claim. Attach all necessary documents and ensure they meet the formatting requirements.
  - C. Submit claims promptly after the service was rendered.
  - D. Monitor your claims status regularly.