Secure Provider Portal: Availity

Quick Reference Guide

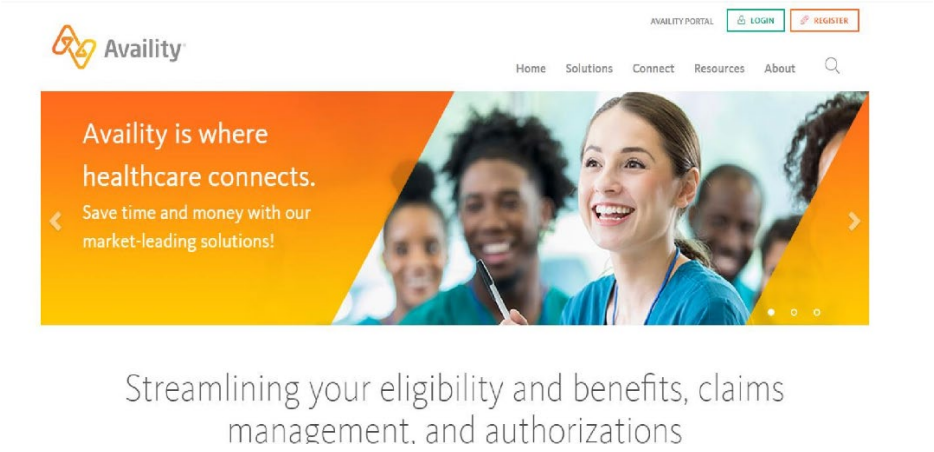
Key Points

- TriWest leverages Availity as its one-stop shop for all information and training for the Department of Veterans Affairs (VA) Community Care Network (CCN): www.availity.com.
- The Availity Portal is a multi-payer site where you can use a single user ID and password to work with TriWest and other participating payers online.
- Providers will need to register for a free Availity account to access all TriWest information, webinar sessions, “MicroLearning” training videos, quick reference guides, and the Provider Handbook, through a Secure Login on Availity.
- Common provider functions such as accessing claims status can also be achieved by choosing “TriWest” from within Availity’s multi-payer space.
- For payment issues or claims customer service needs, please contact TriWest at providerservices@triwest.com or call 877-CCN-TRIW (877-226-8749).

Register and Login

Availity is compliant with all Health Insurance Portability and Accountability Act (HIPPA) regulations, and there is no cost for providers to register or use any of the online tools.

- If you are not registered for the Availity Portal, **please register now so you have access to the most up-to-date resources and tools for working with TriWest**.
- To begin, visit www.availity.com and click REGISTER in the top right corner.

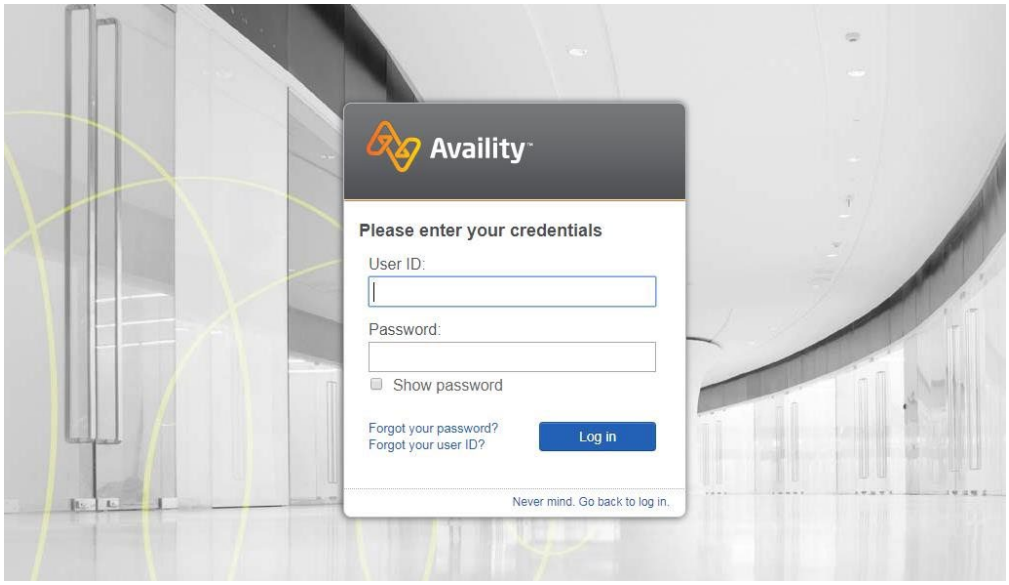


Follow the prompts to register. You will need:

- Organization name, including your federal Tax Identification Number (TIN) and National Provider Identifier (NPI).
- Contact information for the person with the legal authority to sign agreements for your organization.
- The name of an Administrator to oversee implementation and maintain access for your entire organization.
- Check information with an EFT trace number and check amount from a health plan that you submit to. There is a list of health plans that you can use checks from.

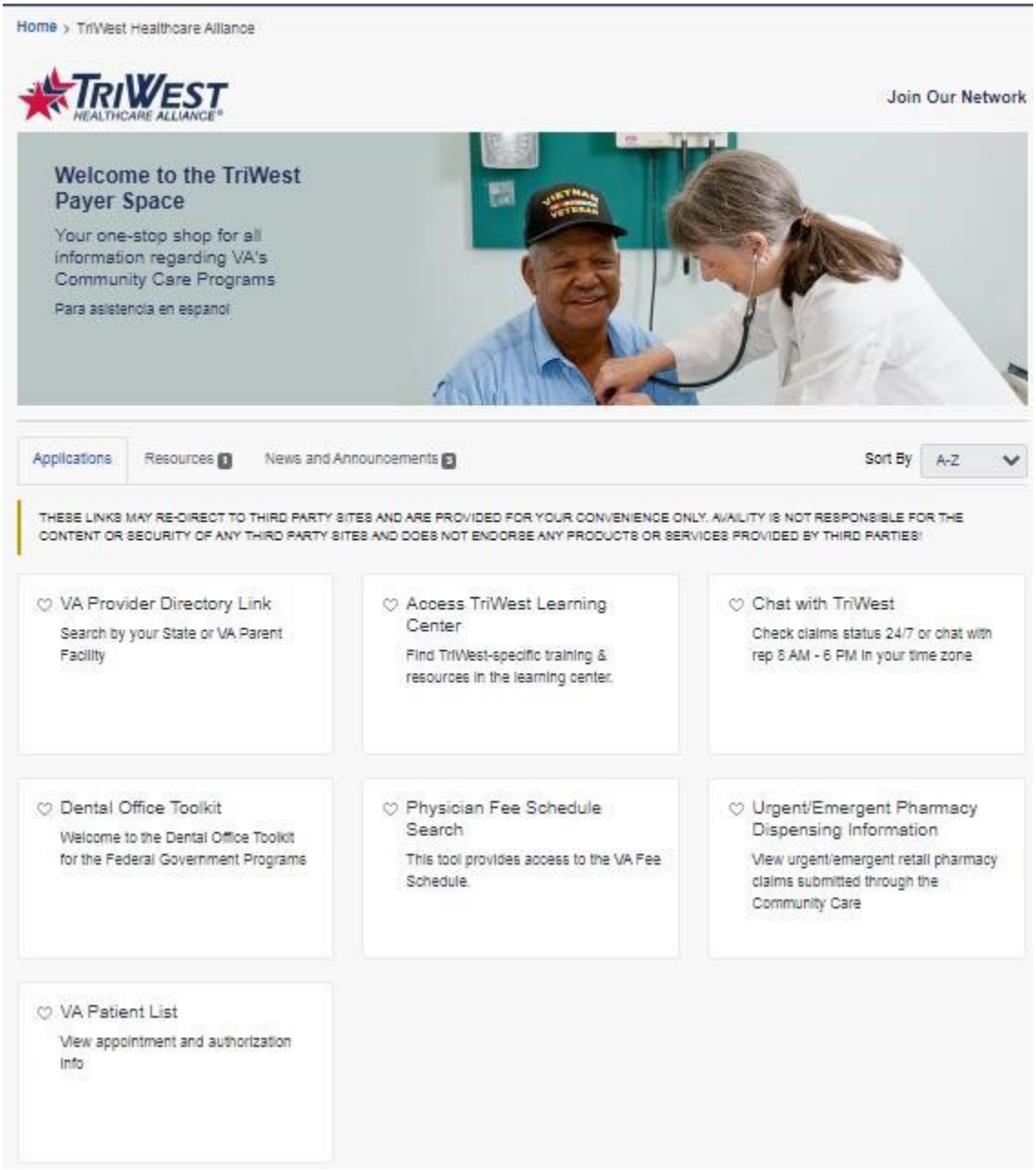
You will receive an email from Availity with the username you created and temporary password. You may then begin registering other users for your organization.

Once you have registered for a free account, you will login to Availity with your User ID and password credentials moving forward.



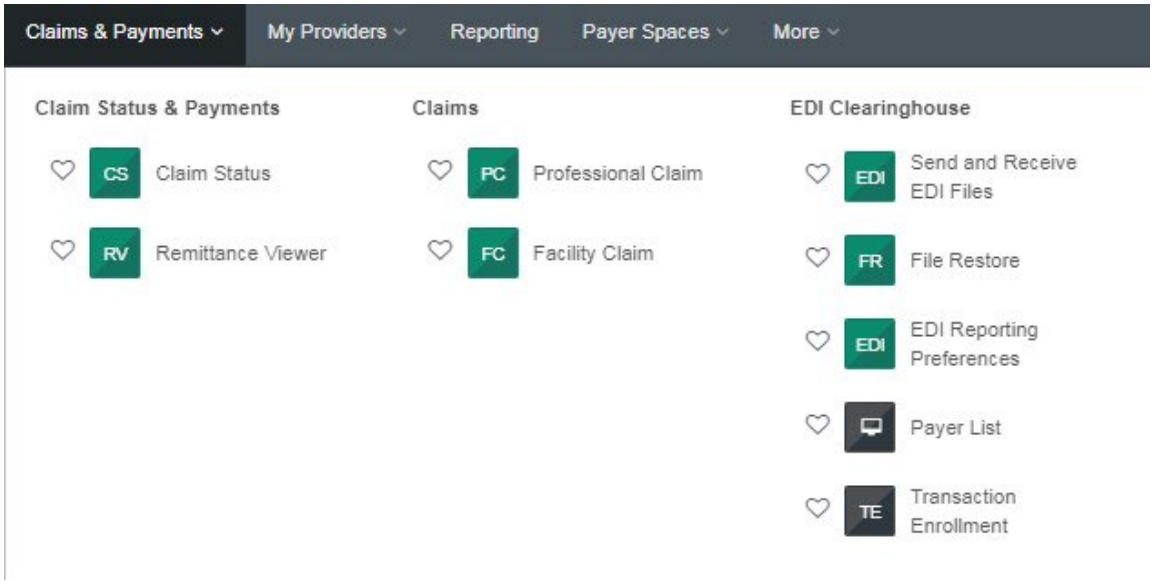
TriWest Payer Space

Navigate to the TriWest Payer Space for Veteran-specific applications, resources, and news and announcements.

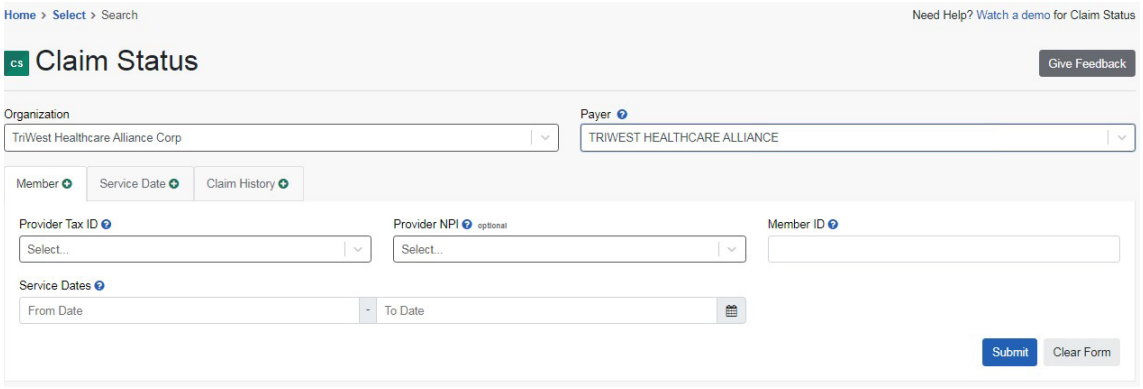


Claims & Payments

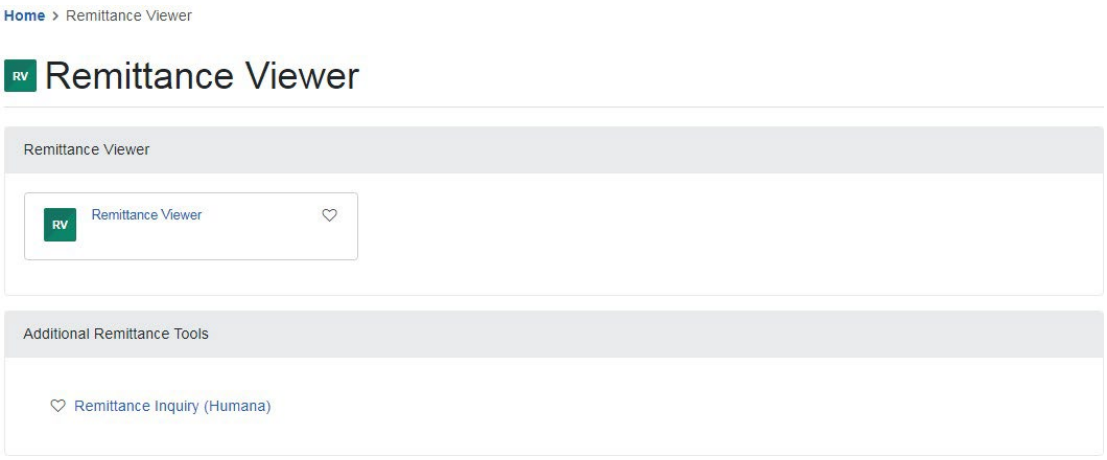
Providers can check claim status on their Veteran patients or determine remittance advice while searching professional or facility claims. There is an EDI Clearinghouse section where providers can send and receive EDI files, review EDI reporting preferences, view a payer list, and more. From the dropdown, providers can choose from Claims Status & Payments, Claims, and the EDI Clearinghouse.



Providers can search for the claim status by Provider Tax ID, Provider NPI, Member ID, Service Date, and Claim history.



In the Remittance Viewer web page, you will need to confirm your identity with a check number from a previous payment. Then you can view the actual remittance advice. At this time, only providers who submit their claims electronically can view their remittance advice.



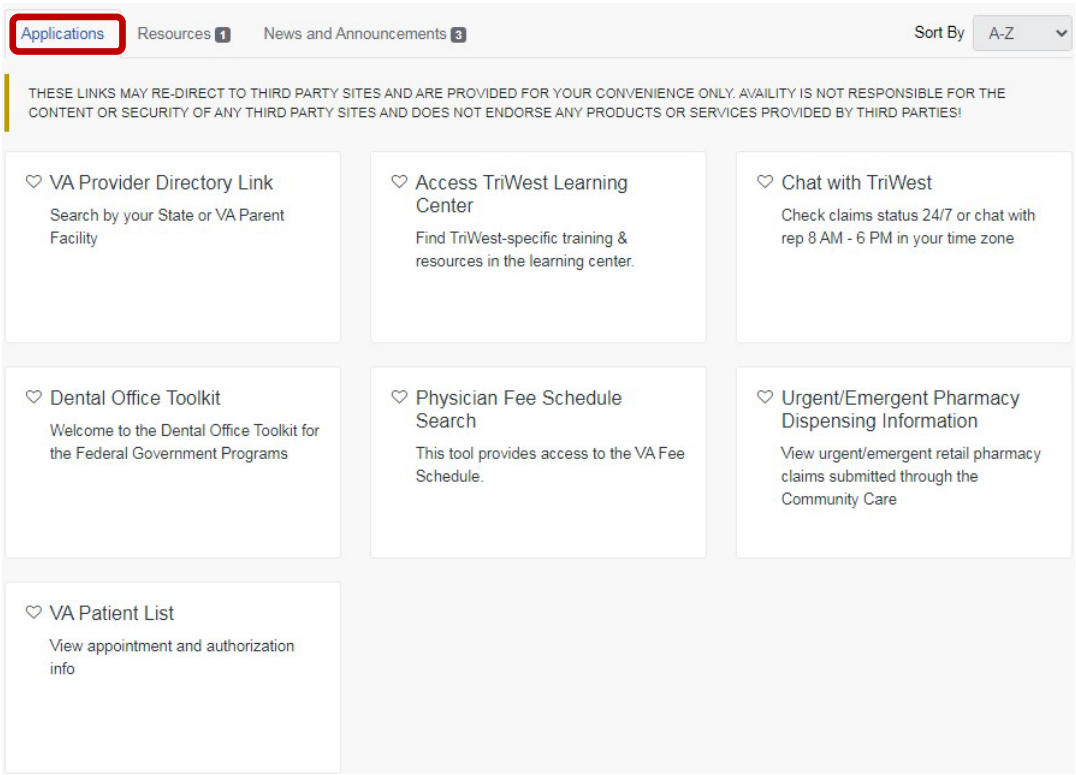
Providers can enroll in Electronic Data Interchange (EDI) to get their remittance information directly from PGBA or Availity. To enroll for Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) and EDI through PGBA, go to the Resources tab for the PGBA EFT/ERA Enrollment Package and the PGBA EDI Provider Training Agreement. Complete the forms and submit them to PGBA.

EDI, EFT, And ERA

To enroll in PGBA's Electronic Funds Transfer (EFT), Electronic Remittance Advice (ERA), and EDI, go to the Resources tab for the PGBA EFT/ERA Enrollment Package and the PGBA EDI Provider Training Agreement. Complete electronic enrollment form and submit to PGBA.

Applications

From this tab, you can access several functions including the VA Patient List, TriWest Learning Center, VA Provider Directory, Physician Fee Schedule, and Chat with TriWest. See examples of content below.



Physician Fee Schedule Search

See the VA Fee Schedule found at va.gov/CommunityCare.

VA Provider Directory Link

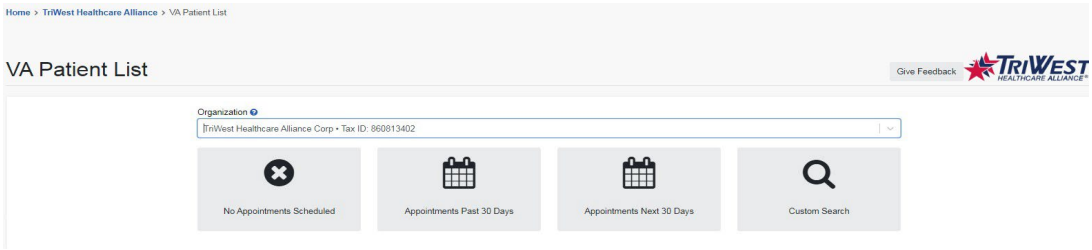
This links directly to the VA Provider Directory on va.gov/CommunityCare to help you find a VA location or a network community care provider.

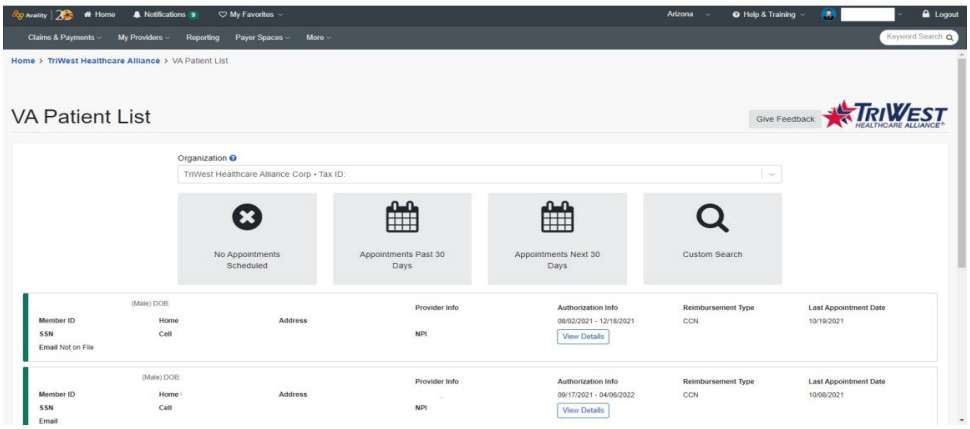
Chat with TriWest

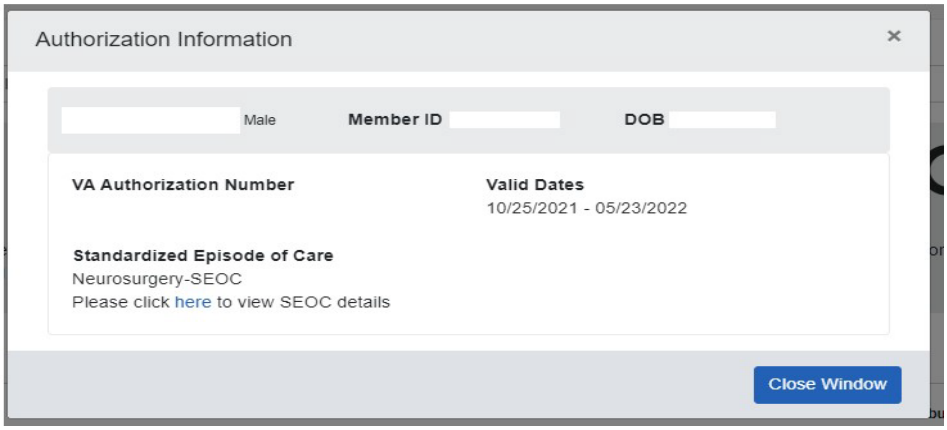
With TriWest's chat functionality, you can chat with a customer service representative from 8 a.m. to 6 p.m. in your time zone.

VA Patient List

From this application, you can view appointment and authorization information regarding your Veteran patients, and search by demographic information as well.

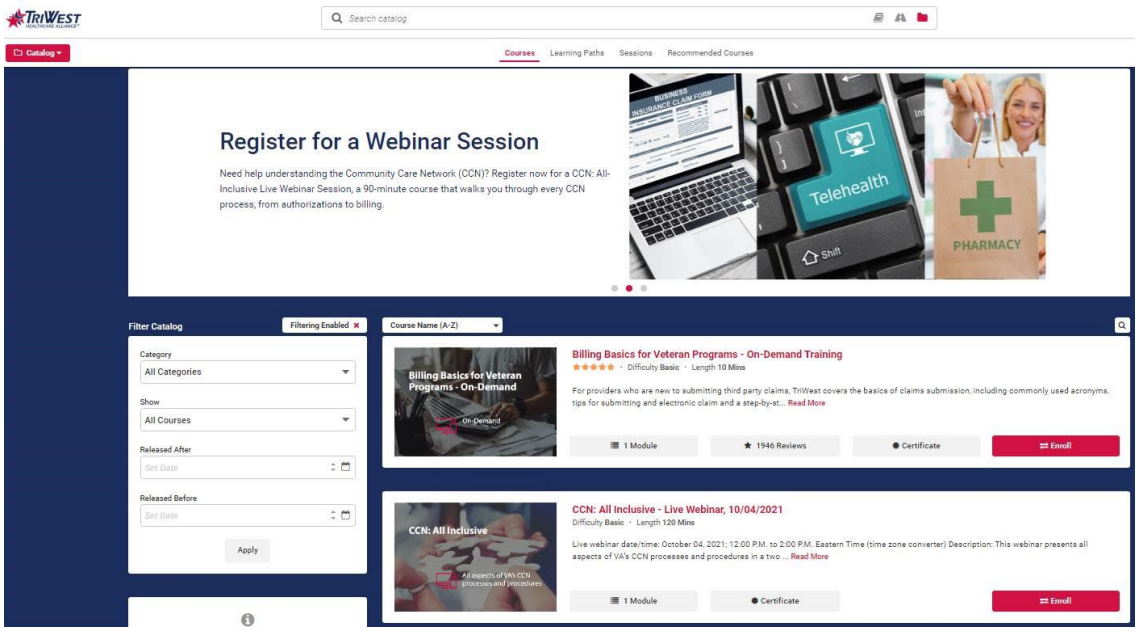






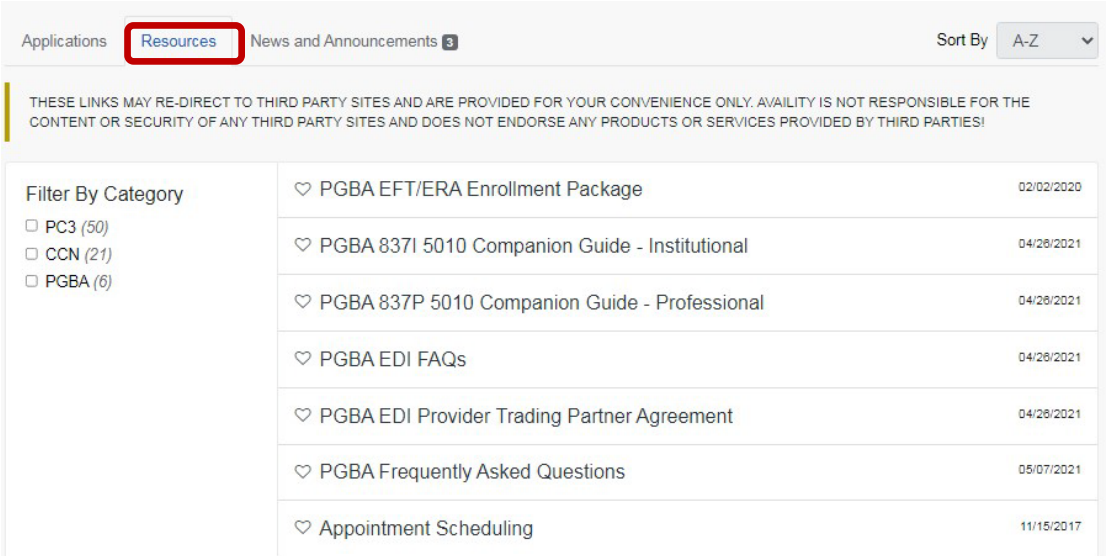
TriWest Learning Center

From the Applications tab, you can register for live webinar sessions on CCN or enroll in on-demand eSeminar Learning Paths (short, bite-sized videos on various topics). From the Applications tab, click on **Access TriWest Learning Center**. From here, you can use the Filter Catalogue on the left navigation to find course options. The courses are also listed on this page with a short description, course rating, difficulty ranking, and length by minutes.



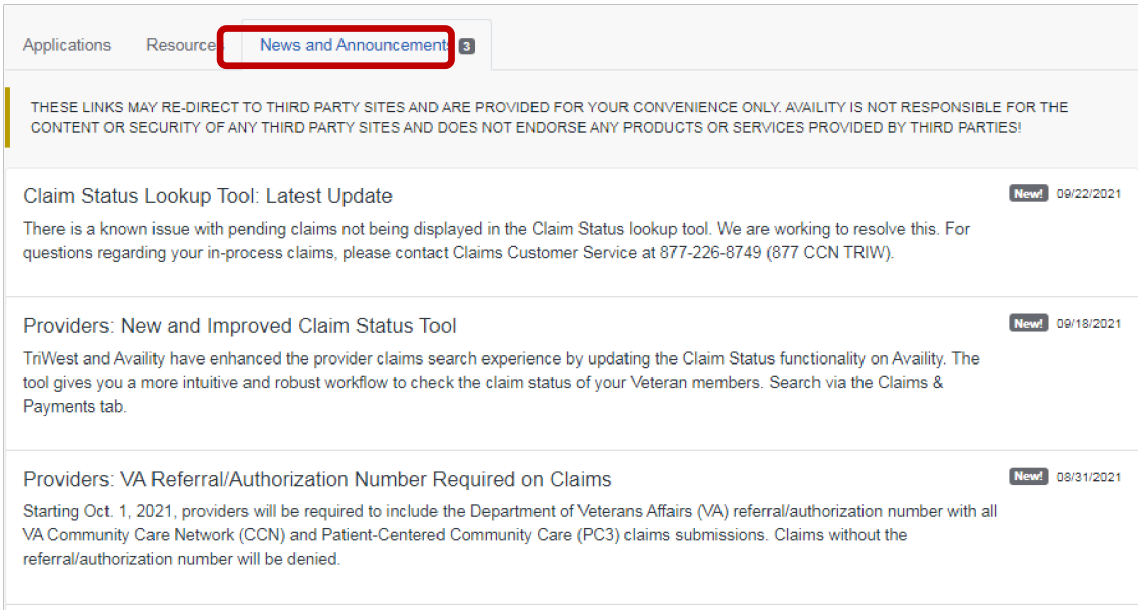
Resources

From this tab you can filter by specific categories to find information specific to VA Community Care programs. Resources include the Provider Handbook and topic-based Quick Reference Guides.



News and Announcements

This section provides important information regarding TriWest and VA Community Care information.



Additional Portal Support and Training

To help you learn how to use Availity's tools and features, check out the free training you can access within the Availity Portal:

- To view Availity-specific online help: select **Help & Training** in the top navigation, then click **Find Help** in the dropdown menu.
- To view TriWest-specific training options: select **Help & Training** in the top navigation, then click Get Trained in the dropdown menu to open the Availity Learning Center (ALC) in a new tab.
  - In the ALC, search the catalog at the top by entering a topic keyword to location live and on-demand options.
  - Select **Sessions** in the top navigation to use the interactive calendar to enroll in the live Availity webinars you want to attend.
- For technical questions regarding Availity Portal capabilities for TriWest, please visit www.availity.com or call Availity at 800-282-4548.

One of the most popular on-demand options includes an onboarding program for Portal transactions, in addition to other product and industry training. In the ALC, search by keyword onboarding to locate programs for administrators and new users.

Have questions regarding the Availity Portal capabilities for TriWest? Please visit www.availity.com or call Availity at 800-282-4548.