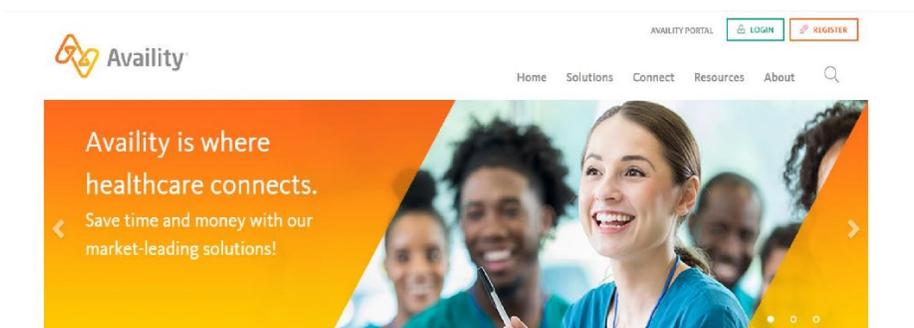# TriWest Learning Center
Quick Reference Guide

Key Points

- TriWest Healthcare Alliance (TriWest) leverages Availity as its one-stop shop for all information and training for the Department of Veterans Affairs (VA) Community Care Network (CCN): Availity is a multi-payer site where you can use a single user ID and password to work with TriWest online.

- Providers will need to register for a free Availity account to access all TriWest information, webinar sessions, quick reference guides, and the Provider Handbook.

- The TriWest Learning Center for CCN is the home for training opportunities and other important information.

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

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**.
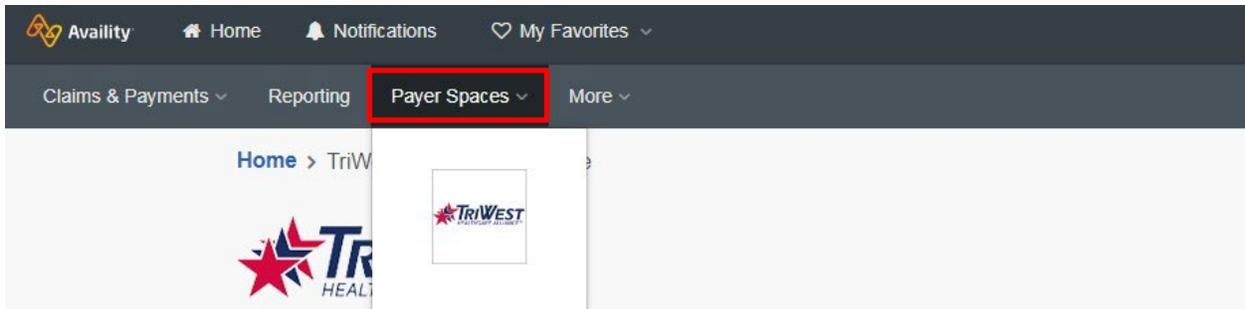- To begin, visit www.availity.com and click REGISTER in the top right corner.

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

The TriWest Payer Space on Availity is the prime source to review our library of Quick Reference Guides, the Provider Handbook, and access the TriWest Learning Center for training opportunities. Access it by clicking the "Payer Spaces" option located on the top bar of the main screen.
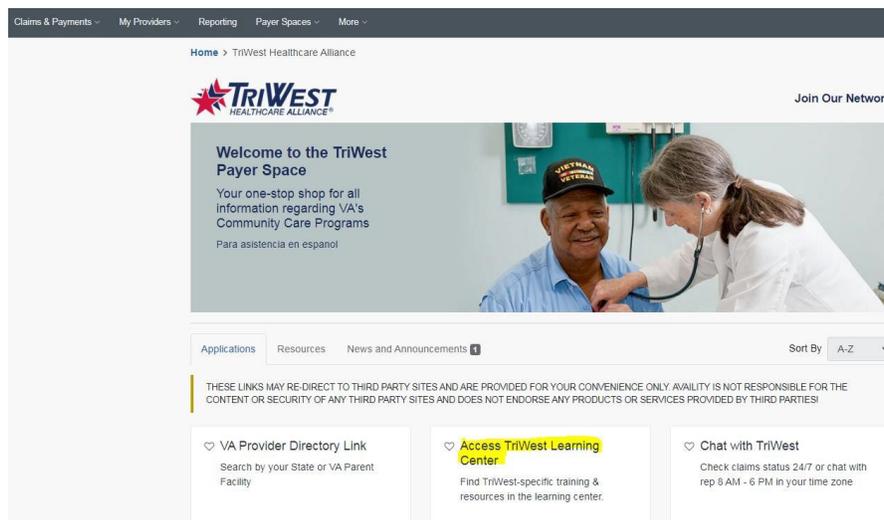

The TriWest Payer Space displays three main options on the screen when you click it:
- Applications
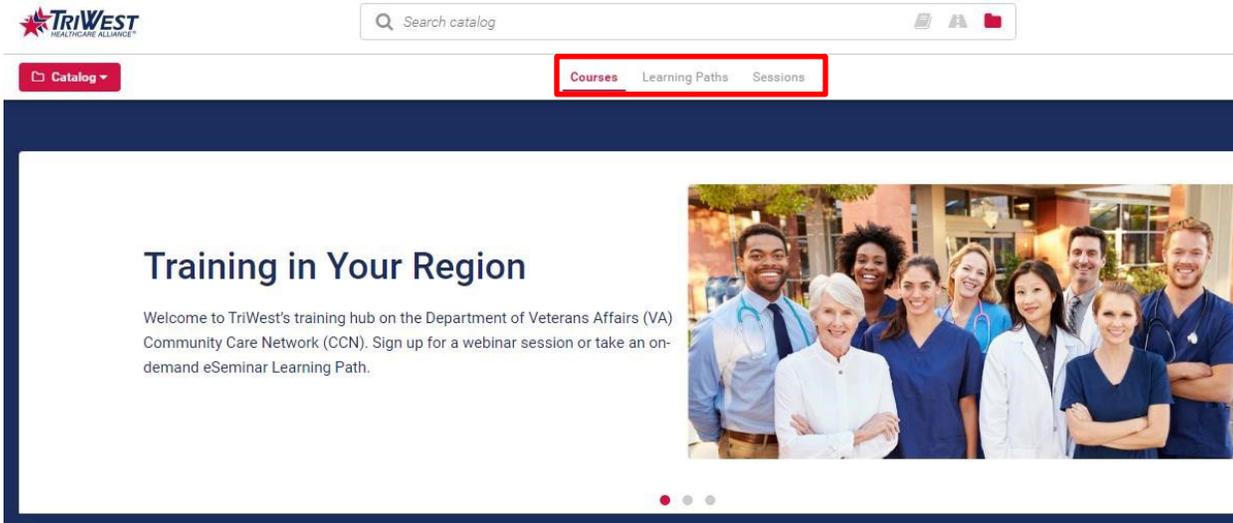- Resources
- News and Announcements

Under the Applications tab, you can access the TriWest Learning Center to get customized learning opportunities for the most current information about CCN. Follow the instructions below to access webinars and e-seminars.

TriWest Learning Center

From here, you can access the various CCN-related webinar sessions and Learning Paths that provide invaluable information about how to navigate VA's community care programs.
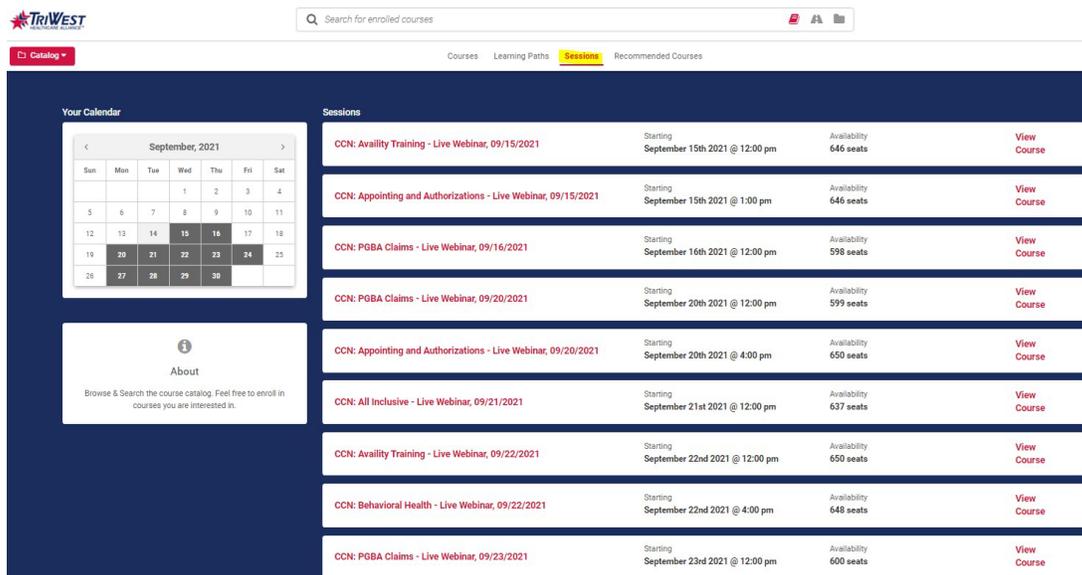
Once you are in the TriWest Learning Center, you have three options to choose: Courses, Learning Paths, or Sessions.
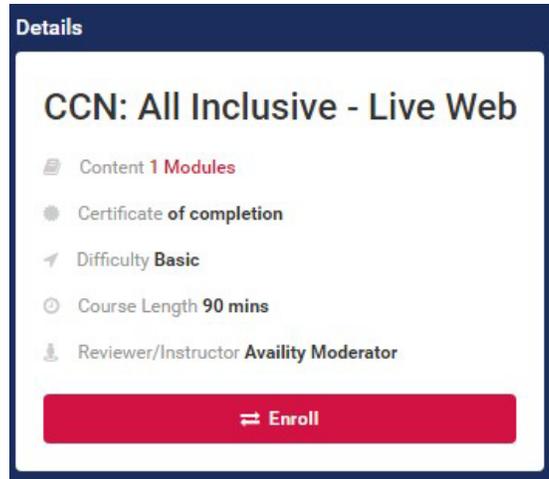

Sessions – This Option is for Live Webinars

- To register for a live, interactive webinar, select the "Sessions" tab on the top center menu.
- Choose a preferred date on the calendar to view offerings or select a course from the session list in chronological order, and click on the "View Course" link.
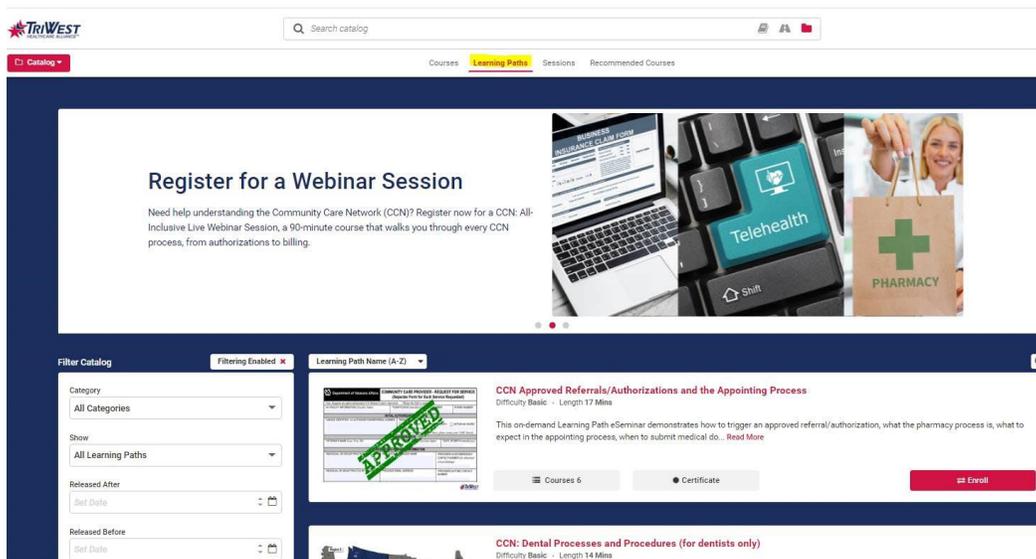

- Select the "Enroll" button in the details box

- Confirm your attendance in the webinar sessions. You will automatically receive an email confirmation to attend at the scheduled time.
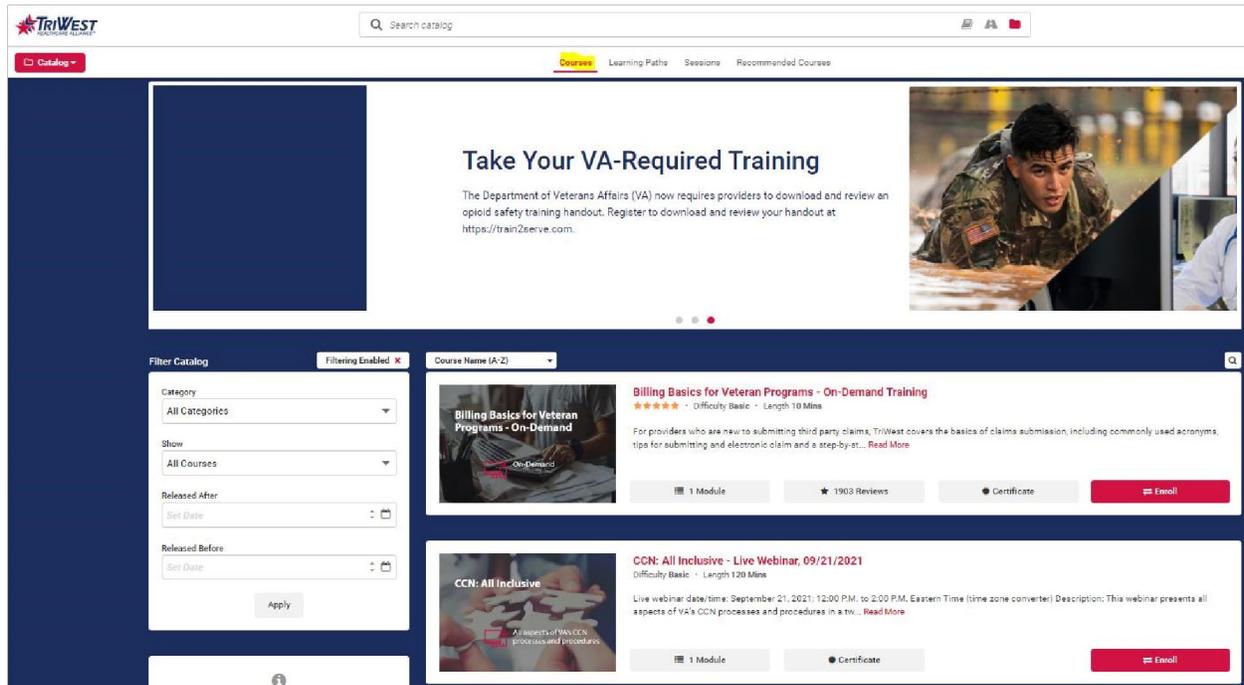
Learning Paths – This Option is for On-Demand e-Seminars

- Learning Paths are e-seminars that you can watch on-demand, based on your schedule.
- Select "Learning Paths" on the top, center menu to access eSeminar Learning Paths that consist of several short videos grouped into topics. Then, enroll in the Learning Path(s) that you want to take.

Courses – This Option Lists All Webinars and Learning Paths Together

- By selecting the Category dropdown, you can choose a course within Behavioral Health, Billing, CCN, Home Health, On-Demand Training, PGBA, and Portal Training.
- Once a category has been chosen, you can find out what courses are available for enrollment as well as their release date.

Additional Provider Portal Support and Training

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

- To view online help, select **Help & Training | Find Help**.
- To view training options, select **Help & Training | Get Trained** to open the Availity Learning Center (ALC) in a new browser.
- In the ALC, search the catalogue by keyword **TriWest** to locate live and on-demand options.
- Select **Sessions** to use the interactive calendar to enroll in the live Availity webinars you want to attend.
- **Tip:** For quick access to the calendar, click and bookmark the link to the interactive calendar.

One of the most popular on-demand training 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?

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

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