

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@trivest.com or call 877-CCN-TRIW (877-226-8749).

Register and Login

Availity is compliant with all HIPAA 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 on REGISTER in the top right corner.



Streamlining your eligibility and benefits, claims management, and authorizations

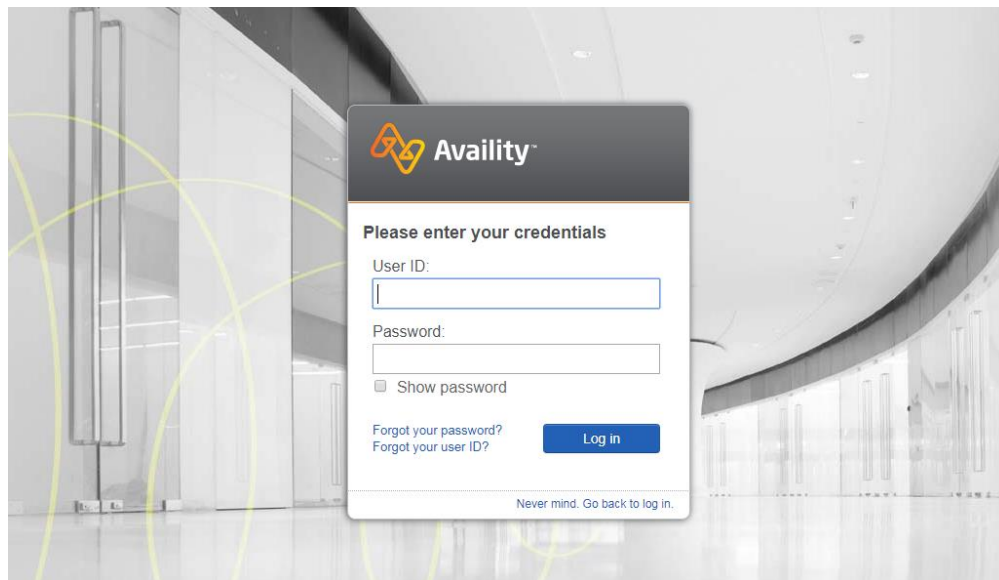
Follow the prompts to register. You will need:

- 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.

Refer to this [quick registration overview PDF](#) to see how registration works.


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.

Home > TriWest Healthcare Alliance



Join Our Network



Welcome to the TriWest Payer Space

Your one-stop shop for all information regarding VA's Community Care Programs
Para asistencia en español

Applications Resources **1** News and Announcements **3** Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- VA Provider Directory Link
Search by your State or VA Parent Facility
- 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
- Dental Office Toolkit
Welcome to the Dental Office Toolkit for the Federal Government Programs
- Physician Fee Schedule Search
This tool provides access to the VA Fee Schedule.
- Urgent/Emergent Pharmacy Dispensing Information
View urgent/emergent retail pharmacy claims submitted through the Community Care
- VA Patient List
View appointment and authorization info

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.

The screenshot shows a navigation menu with the following items:

- Claims & Payments (selected)
- My Providers
- Reporting
- Payer Spaces
- More

Below the menu, there are three main sections:

- Claim Status & Payments**
 - CS Claim Status
 - RV Remittance Viewer
- Claims**
 - PC Professional Claim
 - FC Facility Claim
- EDI Clearinghouse**
 - EDI Send and Receive EDI Files
 - FR File Restore
 - EDI EDI Reporting Preferences
 - Payer List
 - TE Transaction Enrollment

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

The screenshot shows the 'Claim Status' search form with the following fields and options:



- Organization: TriWest Healthcare Alliance Corp
- Payer: TRIWEST HEALTHCARE ALLIANCE
- Member, Service Date, Claim History (toggle buttons)
- Provider Tax ID: Select...
- Provider NPI (optional): Select...
- Member ID: [Empty field]
- Service Dates: From Date - To Date
- Buttons: Submit, Clear Form

In the Remittance Viewer webpage, you 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.


[Home](#) > [Remittance Viewer](#)

Remittance Viewer

Remittance Viewer

 [Remittance Viewer](#) 

Additional Remittance Tools

 [Remittance Inquiry \(Humana\)](#)

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

This links directly to the [VA Fee Schedule](#) on va.gov/Community Care.

VA Provider Directory Link

This links directly to the [VA Provider Directory](#) on va.gov/Community Care 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.

Home > TriWest Healthcare Alliance > VA Patient List

VA Patient List



Organization

No Appointments Scheduled

Appointments Past 30 Days

Appointments Next 30 Days

Custom Search

Organization

No Appointments Scheduled

Appointments Past 30 Days

Appointments Next 30 Days

Custom Search

Member ID	(Male) DOB	Home	Address	Provider Info	Authorization Info	Reimbursement Type	Last Appointment Date
SSN Email Not on File		Cell		NPI	08/02/2021 - 12/18/2021 View Details	CCN	10/19/2021
Member ID SSN Email	(Male) DOB	Home Cell	Address	Provider Info NPI	Authorization Info 09/17/2021 - 04/09/2022 View Details	Reimbursement Type CCN	Last Appointment Date 10/08/2021

Authorization Information

Male
Member ID
DOB

VA Authorization Number

Standardized Episode of Care
Neurosurgery-SEOC
Please click [here](#) to view SEOC details

Valid Dates
10/25/2021 - 05/23/2022

[Close Window](#)

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 Catalog on the left navigation to find course options. The courses also are listed on this page with a short description, course rating, difficulty ranking, and length by minutes.

The screenshot displays the TriWest Learning Center interface. At the top, there is a search bar and navigation tabs for 'Courses', 'Learning Paths', 'Sessions', and 'Recommended Courses'. A prominent banner reads 'Register for a Webinar Session' with a sub-headline: 'Need help understanding the Community Care Network (CCN)? Register now for a CCN: All-Inclusive Live Webinar Session, a 90-minute course that walks you through every CCN process, from authorizations to billing.' The banner image shows a laptop with 'Telehealth' on the keyboard, a hand holding a 'PHARMACY' bag, and a person's face.

Below the banner is a 'Filter Catalog' section on the left with the following options:

- Category: All Categories
- Show: All Courses
- Released After: [Set Date]
- Released Before: [Set Date]
- Apply button

The main course list includes:

- Billing Basics for Veteran Programs - On-Demand Training**
Difficulty: Basic | Length: 10 Mins
Description: For providers who are new to submitting third party claims, TriWest covers the basics of claims submission, including commonly used acronyms, tips for submitting and electronic claim and a step-by-st... [Read More](#)
1 Module | 1946 Reviews | Certificate | [Enroll](#)
- CCN: All Inclusive - Live Webinar, 10/04/2021**
Difficulty: Basic | Length: 120 Mins
Description: Live webinar date/time: October 04, 2021, 12:00 P.M. to 2:00 P.M. Eastern Time (time zone converter) Description: This webinar presents all aspects of VA's CCN processes and procedures in a two... [Read More](#)
1 Module | Certificate | [Enroll](#)

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.

Applications **Resources** News and Announcements **3** Sort By A-Z

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Filter By Category <input type="checkbox"/> PC3 (50) <input type="checkbox"/> CCN (21) <input type="checkbox"/> PGBA (6)	♡ PGBA EFT/ERA Enrollment Package	02/02/2020
	♡ PGBA 837I 5010 Companion Guide - Institutional	04/26/2021
	♡ PGBA 837P 5010 Companion Guide - Professional	04/26/2021
	♡ PGBA EDI FAQs	04/26/2021
	♡ PGBA EDI Provider Trading Partner Agreement	04/26/2021
	♡ PGBA Frequently Asked Questions	05/07/2021
	♡ Appointment Scheduling	11/15/2017

News and Announcements

From this tab section provides important information regarding TriWest and VA Community Care information.

Applications Resource **News and Announcement** **3**

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Claim Status Lookup Tool: Latest Update There is a known issue with pending claims not being displayed in the Claim Status lookup tool. We are working to resolve this. For questions regarding your in-process claims, please contact Claims Customer Service at 877-226-8749 (877 CCN TRIW).	New! 09/22/2021
Providers: New and Improved Claim Status Tool TriWest and Availity have enhanced the provider claims search experience by updating the Claim Status functionality on Availity. The tool gives you a more intuitive and robust workflow to check the claim status of your Veteran members. Search via the Claims & Payments tab.	New! 09/18/2021
Providers: VA Referral/Authorization Number Required on Claims Starting Oct. 1, 2021, providers will be required to include the Department of Veterans Affairs (VA) referral/authorization number with all VA Community Care Network (CCN) and Patient-Centered Community Care (PC3) claims submissions. Claims without the referral/authorization number will be denied.	New! 08/31/2021

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 on **Find Help** in the dropdown menu.
- **To view TriWest-specific training options:** select **Help & Training** in the top navigation, then click on **Get Trained** in the dropdown menu to open the Availity Learning Center (ALC) in a new browser.
 - In the ALC, search the catalog at the top by entering a topic keyword to locate 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 the Availity Portal capabilities for TriWest, please visit <https://www.availity.com/triwest> or call Availity at 800-282-4548.

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 regarding the Availity Portal capabilities for TriWest?
Navigate to <https://www.availity.com/triwest> or
call Availity at 800-282-4548