

Frequently Asked Questions

Chat with TriWest for Claims Status Check

When can providers check Veteran claims status via the Chat with TriWest function?

- Providers can check claims status for Veteran patients, 24/7, without waiting for an available customer service representative.

Where do providers access the Chat with TriWest function?

- Providers can access the Chat with TriWest tool by logging into Availity.com and navigating to TriWest's Payer Space. They will then select the Applications tab and choose Chat with TriWest.

How many claims can providers check at a time?

- Providers can check as many claims as they'd like, including claims over 180 days old.

Where do providers go if the Chat with TriWest function does not give them the information they need?

- If providers do not receive the information they need, they can be transferred to a live agent during normal business hours, Monday-Friday from 8 a.m. – 6 p.m. in their time zone for CCN.

What information will providers need to check Veteran patient claims status via Chat with TriWest?

- Providers will need the following information to check claims status:
 - Tax ID Number (TIN)
 - 8-digit Date of Service (DOS) MM/DD/YYYY
 - 8-digit Veteran Date of Birth (DOB) MM/DD/YYYY

Are there other ways providers can check claims status?

- Providers have three options to check claims status:
 - Use the Chat with TriWest feature for automated, self-service claims check, 24/7
 - Chat online with a live agent through Availity, Monday-Friday from 8 a.m. – 6 p.m. in their time zone for CCN.
 - Call TriWest at 877-CCN-TRIW (877-226-8749)

How effective is the automated Chat with TriWest function?

- Chat with TriWest has proven that approximately 70% of providers receive claims status via chat using the self-service feature without having to speak to an agent.