



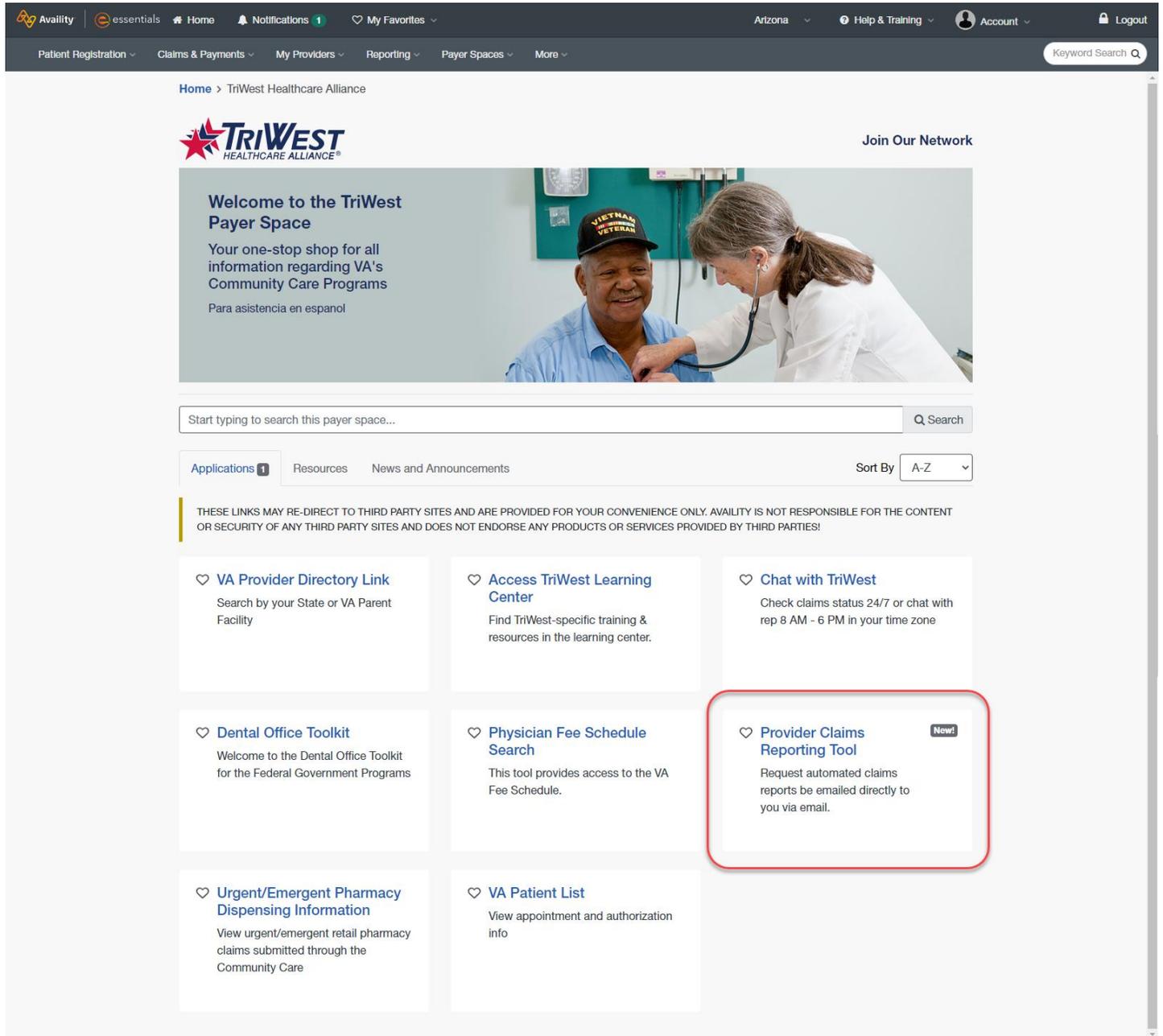
# Provider Claims Reporting Tool Updates - User Guide

Subscribe to receive regular claims status reports emailed to you as an Excel workbook. Below are screenshots detailing the subscription process that will enable you to automatically receive claims status reports at your selected frequency (monthly, weekly or ad hoc range).

## Step 1: Login to Your Avallity Account and Select Payer Space and TriWest.

The screenshot shows the Avallity user interface. At the top, there is a navigation bar with the Avallity logo, 'essentials', and 'Home'. The main navigation menu includes 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The 'Payer Spaces' menu is highlighted with a red box. Below the navigation bar, there is a 'Notification Center' with a message about starting the onboarding journey. To the right, there is a 'My Account Dashboard' with a profile picture and links to 'My Account', 'Manage My Organization', 'How To' Guide for Dental Providers, 'Enrollments Center', 'EDI Companion Guide', and 'Spaces Management Tool'. Below the notification center, there are four application tiles: 'EB Eligibility and Benefits Inquiry', 'CS Claim Status', 'A&R Authorizations & Referrals', and 'PC Professional Claim'. At the bottom, there is a 'News and Announcements' section with a 'NEW ALERT' badge, listing several maintenance and update notices with dates and 'More...' links. On the right side, there is a promotional banner for 'essentials PRO' with the text 'Pre-service data quality matters' and 'Essentials Pro is the premier all-payer solution', along with a 'Learn More' button.

## Step 2: Select Provider Claims Reporting Tool.



The screenshot shows the TriWest Healthcare Alliance website interface. At the top, there is a navigation bar with links for Availity, essentials, Home, Notifications (1), My Favorites, Arizona, Help & Training, Account, and Logout. Below the navigation bar is a secondary menu with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the secondary menu.

The main content area features the TriWest Healthcare Alliance logo and a "Join Our Network" link. Below this is a large banner image of a doctor examining a patient. The banner text reads: "Welcome to the TriWest Payer Space. Your one-stop shop for all information regarding VA's Community Care Programs. Para asistencia en español".

Below the banner is a search bar with the placeholder text "Start typing to search this payer space..." and a "Search" button. Below the search bar are tabs for "Applications" (1), "Resources", and "News and Announcements". A "Sort By" dropdown menu is set to "A-Z".

A warning message states: "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!".

The main content area displays a grid of links, each with a heart icon:

- 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.
- Provider Claims Reporting Tool** (highlighted with a red box): Request automated claims reports be emailed directly to you via email. A "New!" badge is present next to the title.
- Urgent/Emergent Pharmacy Dispensing Information**: View urgent/emergent retail pharmacy claims submitted through the Community Care
- VA Patient List**: View appointment and authorization info

### Step 3: On the Drop-Down, Select the Appropriate Tax ID.

Home > TriWest Healthcare Alliance > Provider Claims Reporting Tool

## Provider Claims Reporting Tool

Give Feedback

Request automated claims reports be emailed directly to you via email.

Organization

TriWest Healthcare Alliance Corp

Tax ID

Select TIN...

Continue

### Step 4: Click 'Add New Subscription' Button.

Note: If this is your first visit and you have not set up a subscription, you will not see data populated in the fields.

### Provider Claims Report Request

Current Tax ID (TIN):  
814265919

Add New Subscription

| Subscription                                 |           |     |         |      |                  |        | ↻       |
|--|-----------|-----|---------|------|------------------|--------|---------|
| Email  | Frequency | NPI | Enabled | Note | Update Date      | Action |         |
| bzachariasen@trivest.com                     | Monthly   |     | Enabled | test | 10/18/2022 10:24 | Update | Disable |
| <span>⏪</span> <span>1</span> <span>⏩</span> |           |     |         |      |                  |        |         |

| Ad-Hoc Requests                              |     |                  |                |      |                  | ↻ |
|--|-----|------------------|----------------|------|------------------|---|
| Email  | NPI | Report Date From | Report Date To | Note | Create Date      |   |
| bzachariasen@trivest.com                     |     | 06/01/2022       | 07/31/2022     |      | 10/27/2022 08:56 |   |
| <span>⏪</span> <span>1</span> <span>⏩</span> |     |                  |                |      |                  |   |

| History                                      |           |     |                  |                |      |                | ↻ |
|--|-----------|-----|------------------|----------------|------|----------------|---|
| Email  | Frequency | NPI | Date Report From | Date Report To | Note | Date Processed |   |
| No records found                             |           |     |                  |                |      |                |   |
| <span>⏪</span> <span>1</span> <span>⏩</span> |           |     |                  |                |      |                |   |

## Step 5: Enter Email Address and Select Subscription Frequency. Click 'Submit.'

**Provider Claims Report Request**

Please enter the frequency and email(s) of the recipient(s) of the report. A report will be generated and delivered to the recipient(s) at the designated frequency indicated below.

**Monthly** - A report of previous month generated near the beginning of each month.  
**Weekly** - A report of previous week generated early each week.  
**Ad hoc** - A report of specified date range generated the next business day.

*All NPIs are included by default. You can also optionally enter up to 50 Type 1 NPIs to further filter the report. Use a comma to separate the NPIs. You can optionally add a note for your own reference.*

Tax ID Number (TIN) 814265919

NPI (Optional)

Only use to further filter for specific NPIs. Separate multiple NPIs with a comma.

Frequency \*

Email \* david@email.com;john@email.com

Limit of 5 email addresses. Separate multiple emails with a semi colon.

Note (Optional)