



# CCN Contact Information for Providers

## Provider Customer Service

- Phone: 877-CCN-TRIW (877-226-8749)
- Email: [providerservices@TriWest.com](mailto:providerservices@TriWest.com)

## Requests to Join Network

- Providers interested in joining the TriWest network: <https://joinournetwork.triwest.com>

## Claims/Billing Customer Service

- Phone: 877-CCN-TRIW (877-226-8749)
- **Correspondence – Claims**  
Mail to:  
TriWest Healthcare Alliance  
PO Box 42270  
Phoenix AZ 85080-2270

## PGBA Contacts and Support

- **Medical Claims**  
Mail to:  
TriWest VA CCN Claims  
PO Box 108851  
Florence, SC 29502-8851
- **EDI/ERA Support**  
PGBA EDI/ERA Help Desk 800-259-0264, Option 1  
[PGBA.EDI@pgba.com](mailto:PGBA.EDI@pgba.com)  
Fax forms to: 803-264-9864  
Payer ID TWVACCN
- **EFT Support**  
PGBA EFT Customer Service 800-259-0264, Option 3  
Fax forms to: 803-419-3233

## Portal Contacts and Support

- **Availity**  
Information on the switch to Availity: <https://www.availity.com>  
Technical support: 800-282-4548
- **HSRM Portal**  
Phone: 844-293-2272  
Email: [HSRMSupport@va.gov](mailto:HSRMSupport@va.gov)
- **VHA TRAIN**  
Information: [https://www.va.gov/COMMUNITYCARE/docs/providers/VHA\\_TRAIN.pdf](https://www.va.gov/COMMUNITYCARE/docs/providers/VHA_TRAIN.pdf)



## Behavioral Health

- Phone: 877-CCN-TRIW (877-226-8749), follow BH prompts
- Fax: 866-284-3736
- Email: [BHHelp@TriWest.com](mailto:BHHelp@TriWest.com)

## Dental

- **Delta Dental Customer Service:**

Email: [fsps@delta.org](mailto:fsps@delta.org)

Phone: 844-825-8111

Delta Office Toolkit (DOT): <https://ddfgptoolkits.com>

- **Dental Claims**

Mail to:

Delta Dental of California

VA Community Care Network (CCN) PO Box 537007

Sacramento, CA 95853-7007 Electronic Payer ID: CDCA1 Secure Fax: 916-851-1559

- **Dental Provider Disputes**

Mail to:

Delta Dental of California Appeals/Grievances

PO Box 537015

Sacramento, CA 95853-7015

## Pharmacy

- **Express Scripts Customer Service:**

Phone: 800-922-1557

Hours of Operation: Monday-Friday: 8 a.m.– 6 p.m. CT

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