



Registering and Accessing the TRICARE West Secure Provider Portal on Availity Process Aid

Key Points

- The TRICARE West secure provider portal lets you complete common provider functions online, like checking claim status, taking TRICARE provider training, and more.
- Register for the provider portal through Availity Essentials.



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Introduction

TriWest provides many resources, educational opportunities, and convenient tools through our secure, online provider portal. To access these resources, you will need to register and set up a provider portal account through Availity. This guide will walk you through the basics of the provider portal, the benefits of registering a provider portal account, how to register an account, and how to access the TRICARE West Payer Space.

TRICARE West Provider Portal and Registration Overview

TriWest has partnered with Availity to give providers access to a convenient, digital provider portal at no additional cost. By registering with the provider portal, you can access TriWest information and training, as well as numerous other resources and services.

Before you register, gather the following information:

- A. Your organization's name
- B. Your Tax Identification Number (TIN)
- C. Your National Provider Identifier (NPI)
- D. Contact information for the person with the legal authority to sign agreements for your organization, such as the organization's owner or an authorized representative
- E. Name of the administrator who will manage implementing and maintaining your organization's provider portal access; the person acting as administrator should be designated by your organization
- F. Check information with an Electronic Funds Transfer (EFT) trace number
- G. The allowed check amount from a health plan you submit as a provider

Note: The registration process will provide a list of health plans you may use checks from.

Provider Portal Benefits

Providers who register with TriWest's provider portal can access many benefits, including, but not limited to:

- A. A digital space where you can work with TriWest and other payers, all with only one set of login credentials
- B. TriWest information, webinars, training videos, and quick reference guides
- C. The TRICARE Provider Handbook
- D. Common provider functions online, such as submitting claims, checking claims status, checking eligibility, submitting referrals and authorization requests, uploading and accessing medical documentation, and more

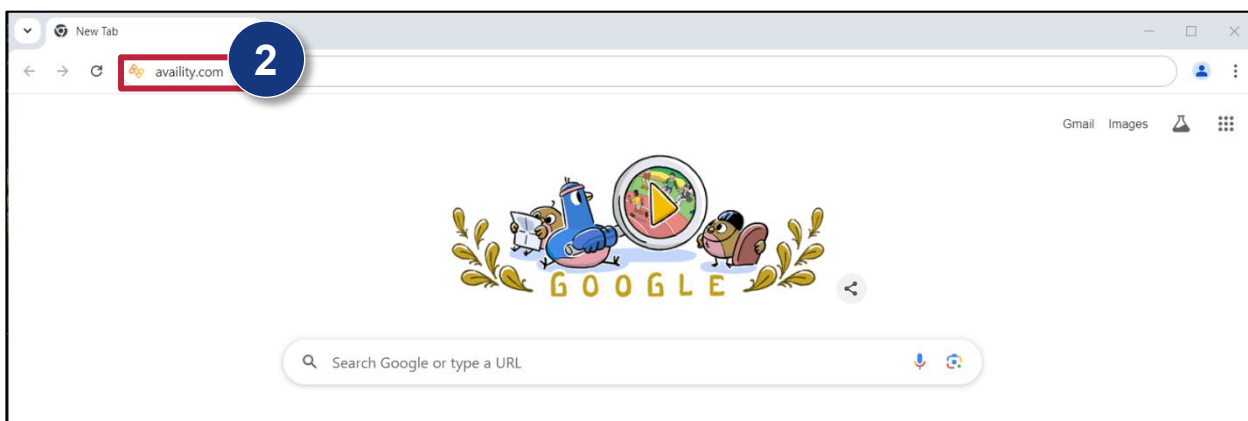


Registering and Setting up a Provider Portal Account

1. Open your web browser. You may use browsers like Google Chrome, Microsoft Edge, or Firefox.
Note: *Internet Explorer is not an acceptable browser.*

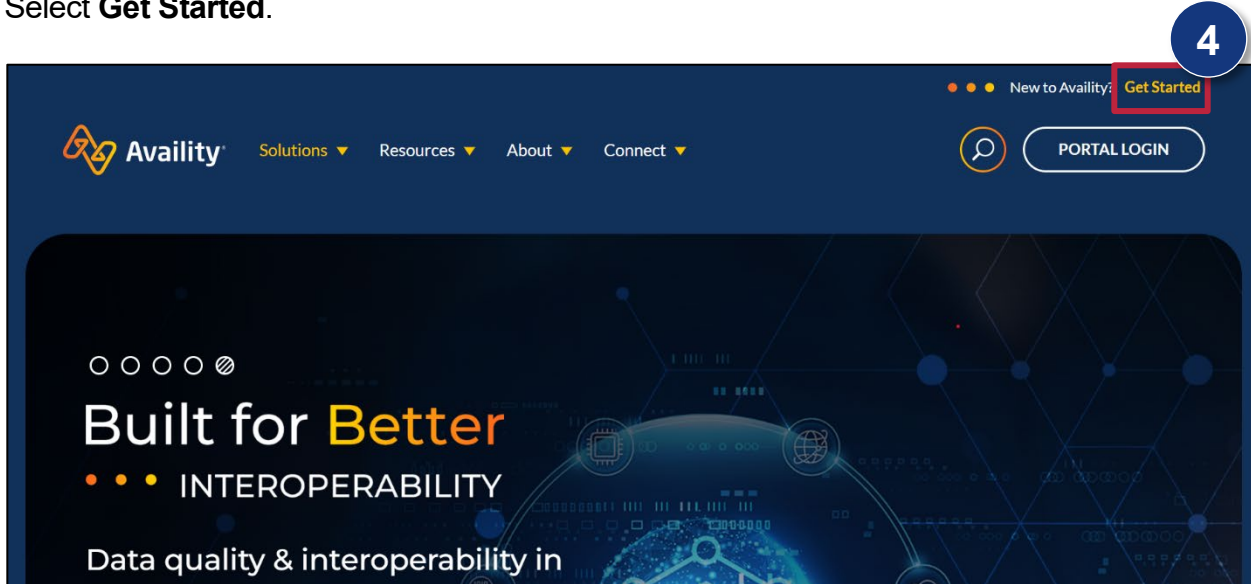


2. Enter **availity.com** into the browser's address bar.

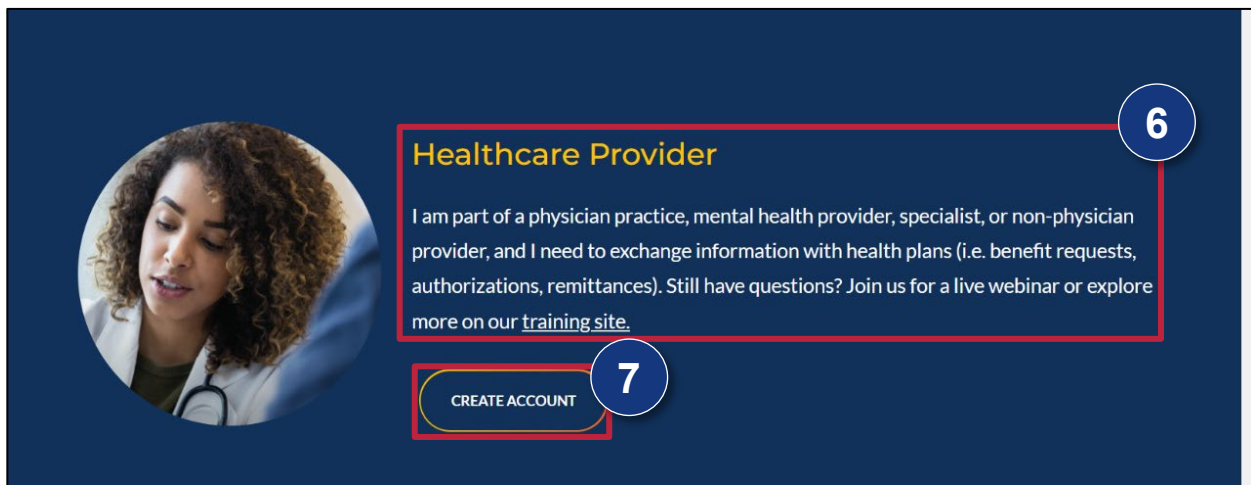




3. This will open the Availity home page.
4. Select **Get Started**.



5. A new page will open, listing various account registration options.
6. Navigate down to the **Healthcare Provider** section.
7. Select **Create Account**.





8. A Create User Account page will open.
9. Enter information into all listed fields.
10. Select **Continue**.

Create User Account

9

Your First Name
John

Your Last Name
Smith

Your Email Address
johnsmith@email.com

User ID
johnsmith1

Password
.....

Choose a region where you do business
? Select one, don't worry, you can add more later
Select U.S. state or territory

10

Continue

Availity

Already have an account?
Log In

11. Repeat steps 9 and 10 until you have provided all required information and submitted the form.
Note: This will include the information you were asked to gather in the Provider Portal and Registration Overview section.

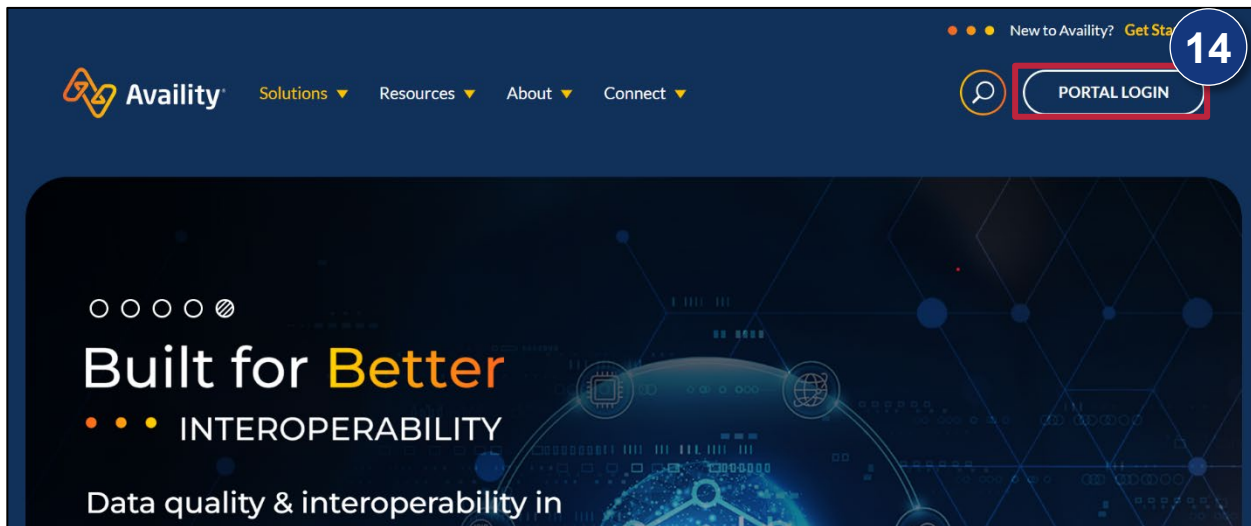


12. Check your inbox for an Availity activation email. For users in your organization who you might invite to register later, they will receive an email with a user ID and a temporary password.

Note: If you do not see an email in your inbox, be sure to check your spam folder. If you do not see the email in your spam folder, contact Availity customer support at 1-800-282-4548.

13. Navigate back to the Availity home page.

14. Select **Portal Login** on the page header.





15. This will open the login page.
16. Enter your login credentials into the fields.
17. Select **Sign In**.

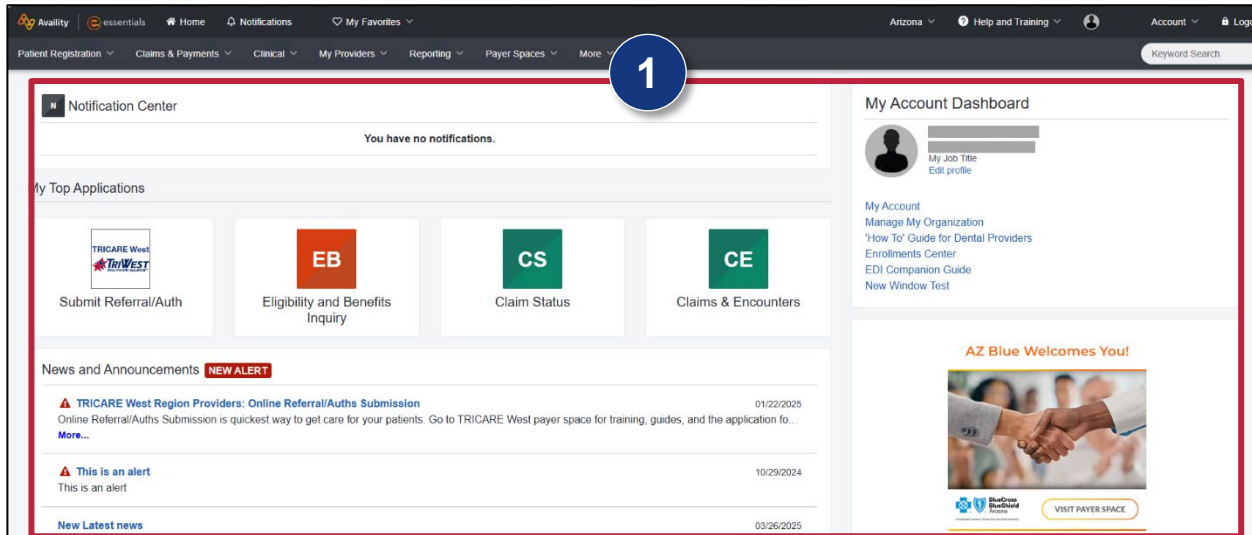
A screenshot of the Availity Sign In page. The page has a light gray background. On the left, there is a white box with the Availity logo (an orange and yellow stylized 'A') and the word "Availity" in gray. Below the logo is a "Sign In" section. It contains two input fields: "User ID" with the text "johnsmith1" and "Password" with a masked password "*****". A blue "Sign In" button is below the password field. To the right of the "Sign In" button is a blue circular callout with the number "17". To the left of the "User ID" field is a blue circular callout with the number "16". Below the "Sign In" button are two links: "Forgot your user ID?" and "Forgot your password?". Below these links is a note: "Note: Your Availity account and login credentials belong only to you. Sharing accounts may violate HIPAA regulations regarding data privacy." On the right side of the page, there is a section titled "New to Availity?" with the text "Create a free account and discover all the benefits of using Availity." Below this text are four bullet points, each with a checkmark icon: "Free, real-time access to hundreds of payers", "Check eligibility, submit claims, collect patient payments and track ERAs", "Update your provider profiles", and "Manage quality-of-care paperwork". At the bottom of this section is a button labeled "Create a Free Account".

18. You have now successfully registered and signed in to the provider portal.



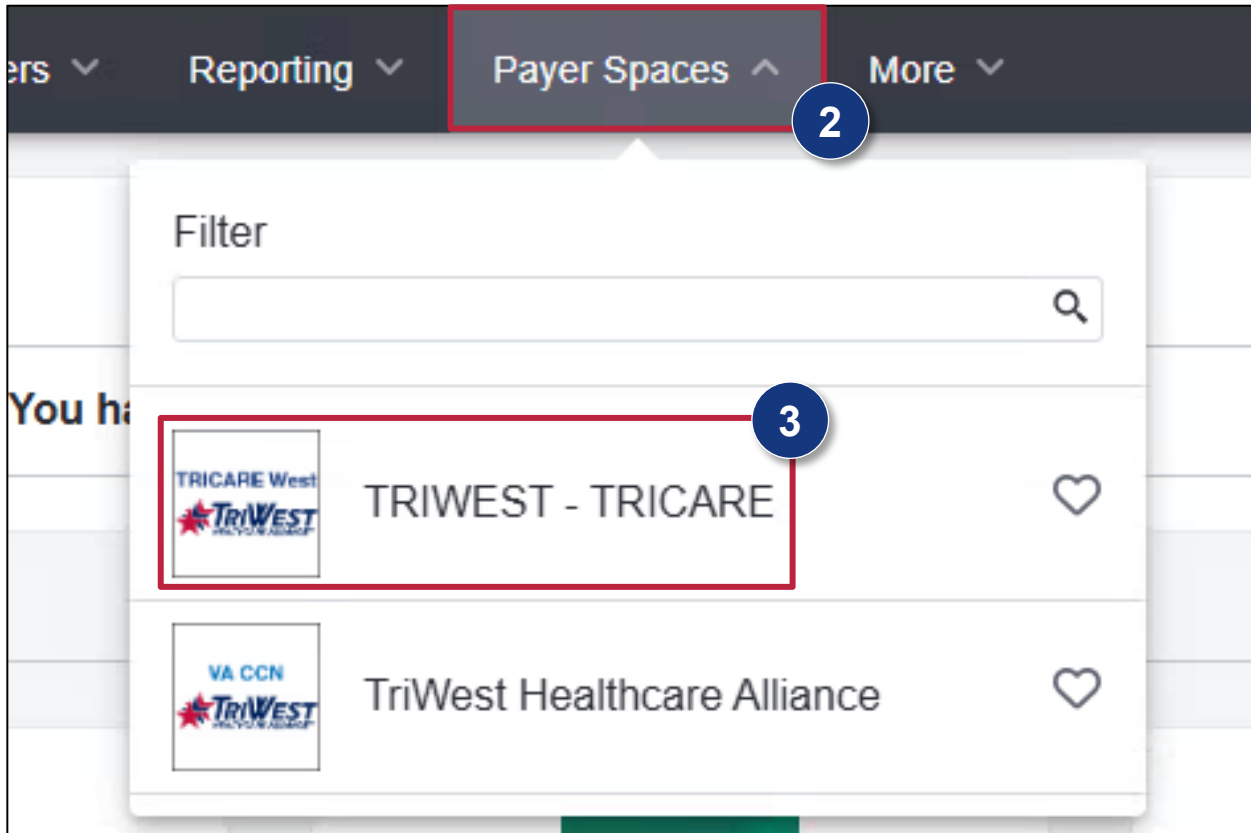
Navigating to the TRICARE West Payer Space

1. Navigate to the main dashboard.





2. Select **Payer Spaces** from the ribbon.
3. Select the **TRICARE West Payer Space**.



4. You've now successfully accessed the TRICARE West Payer Space.

