Introduction to the Provider Portal

Quick Reference Guide

Key Points

- Access the TRICARE West Region Payer Space to use TriWest provider tools, view helpful provider resources, and access the TriWest Learning Center.
- Ensure you log in frequently to check for recent updates or system changes that may affect your work.

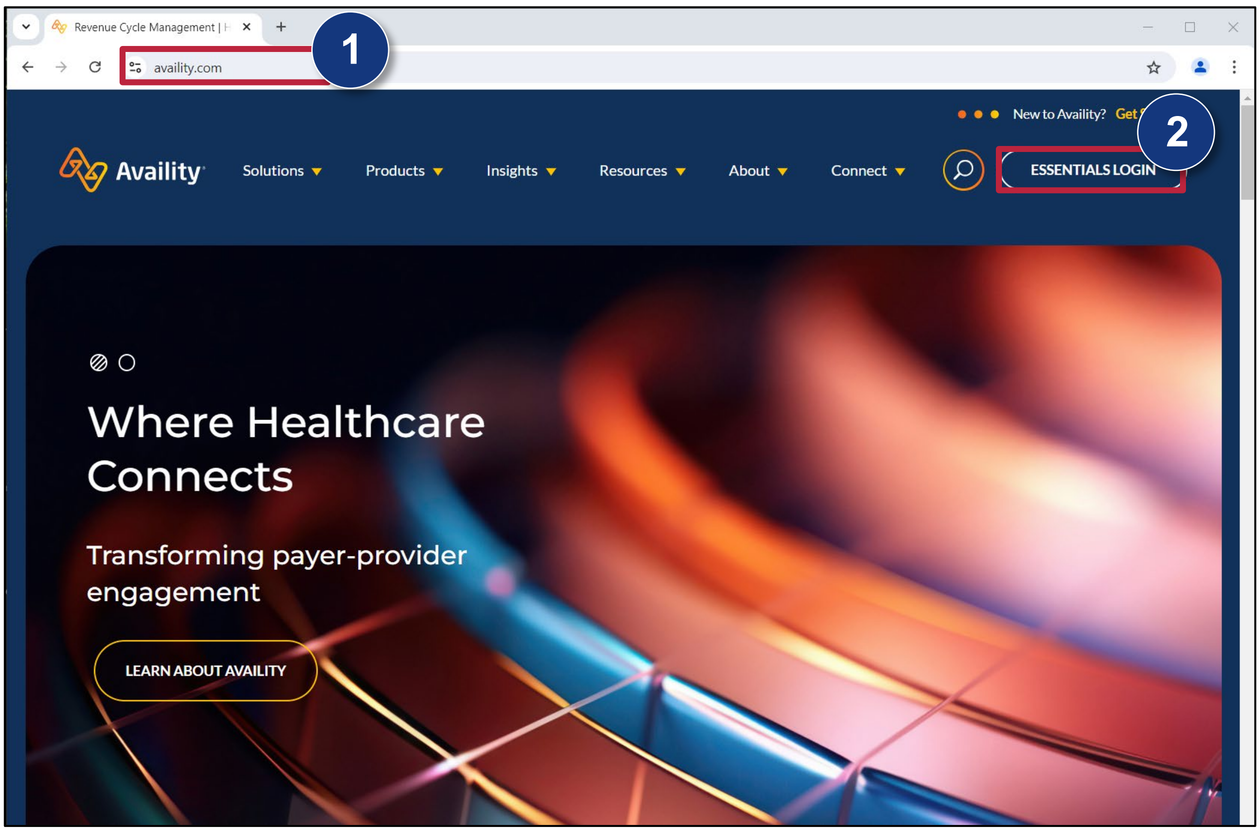
Contents

Introduction

The Availity provider portal helps you manage resources, TriWest communications, claims, and more. This guide will help you navigate the provider portal, update your provider and office information, submit claims, track your claim status, and use the portal effectively.

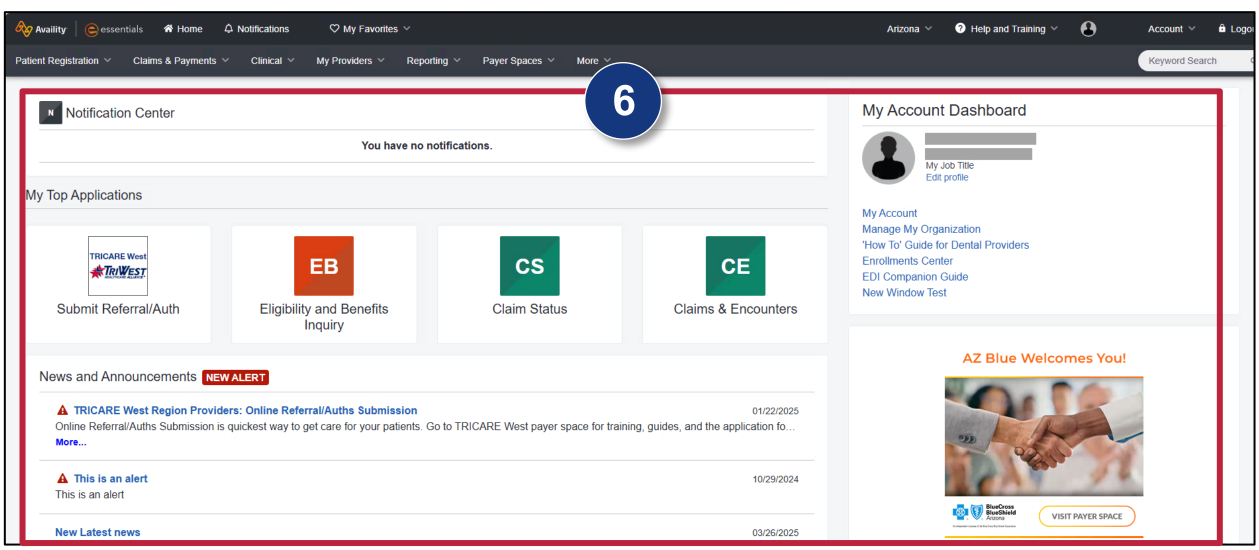
Accessing the Provider Portal

1. Navigate to the Availity home page.
2. Select **Essentials Login**.



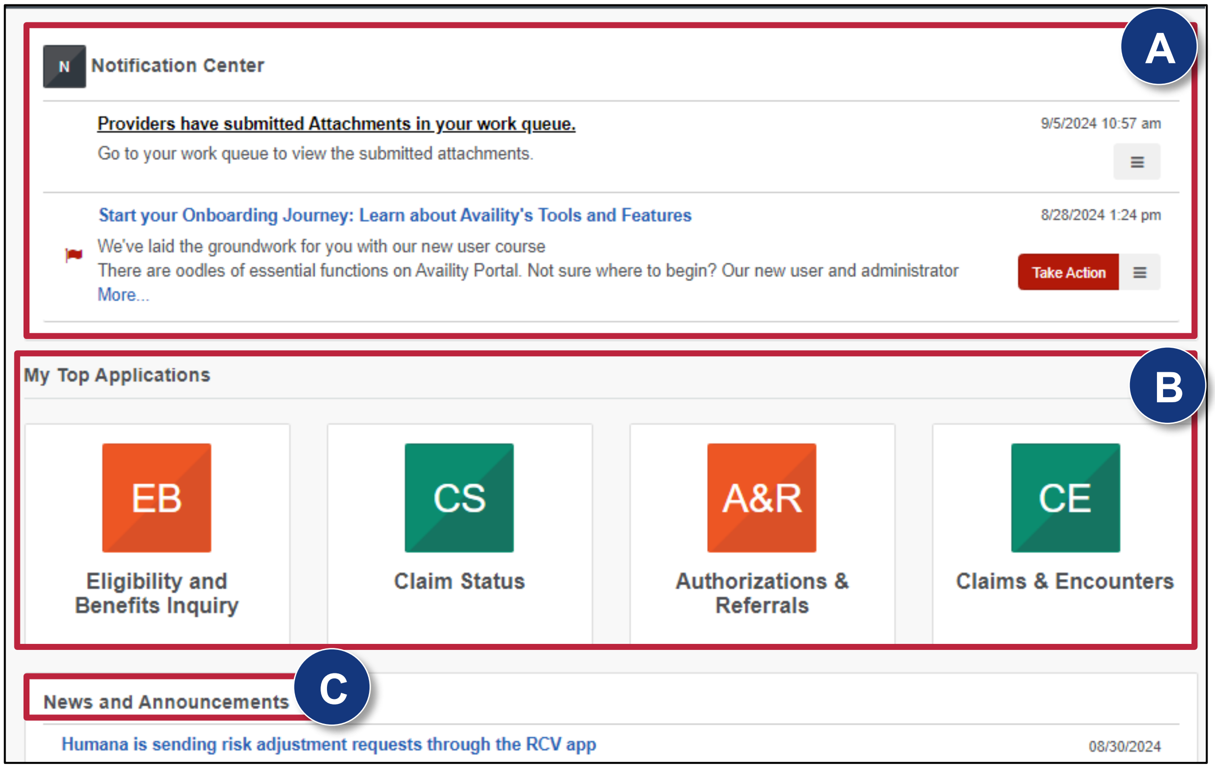
3. This will open the login page.
4. Enter your login credentials into the **User ID** and **Password** fields.
5. Select **Sign In.**

6. The provider portal dashboard will open.

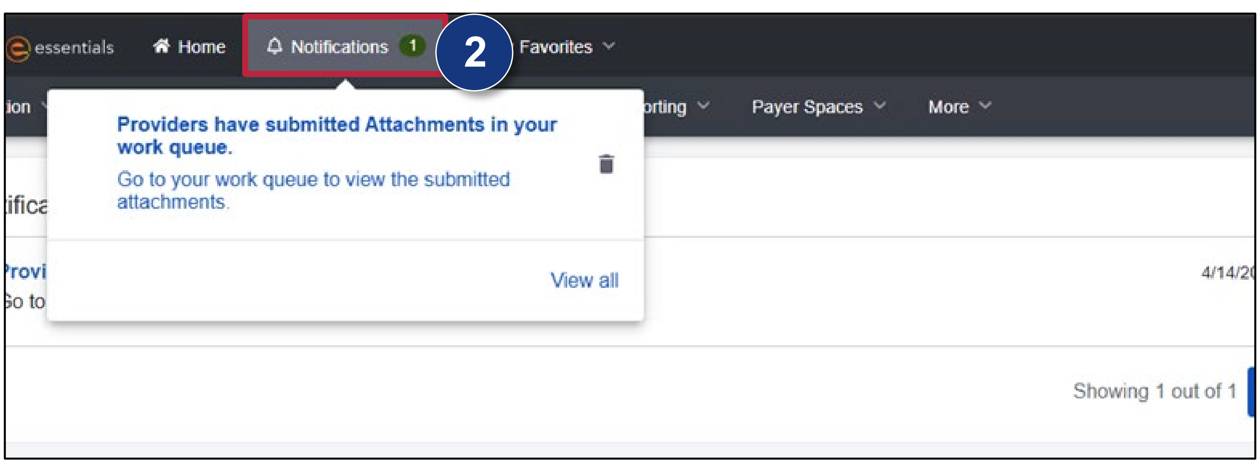


Navigating the Provider Portal

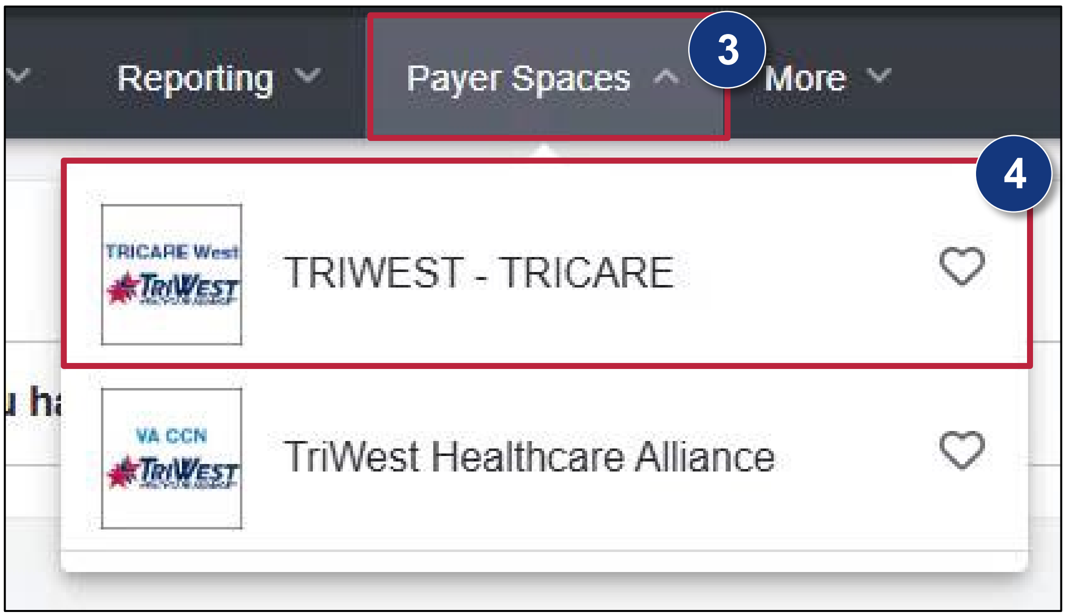
1. The dashboard provides various panels to help you navigate the portal quickly and efficiently.
   A. Check the **Notification Center** for messages in your inbox.
   B. Select a card in **My Top Applications** to open an application.
   C. Check **News and Announcements** for a global list of recent updates and announcements.



2. Select **Notifications** to check any messages in your inbox.
   Note: *You can also view your notifications from your dashboard's Notification Center.*

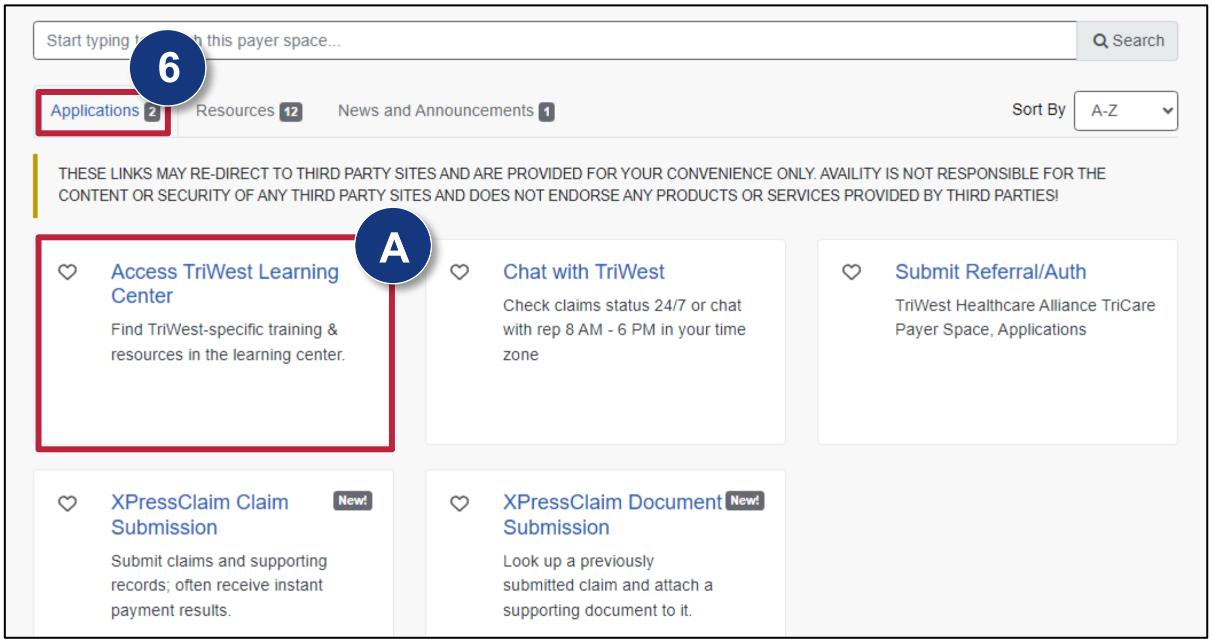


3. Select **Payer Spaces** to start interacting with payers. There are two spaces you can use.
   A. The **Payer Space** lets you customize the portal view to focus on and interact with individual payers. This space provides access to payer-specific functions and information.
   B. The **Multi-Payer Space** lets you access information from and submit claims to multiple payers simultaneously. This space houses broader payer-related activities and tools.
   Note: *You can be favorite certain Payer Spaces for quick access by selecting the heart icon next to the payer name.*
4. Select the **TRICARE West Region Payer Space**.

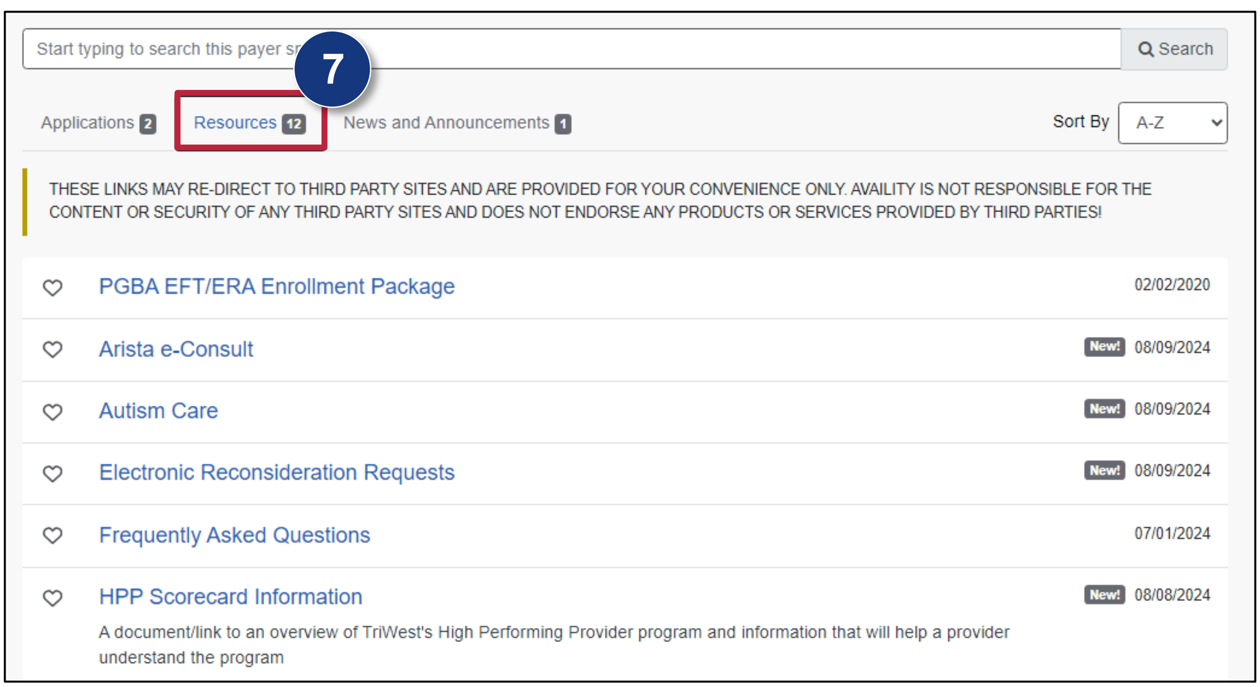


5. The TRICARE West Region Payer Space will open. This page provides various TRICARE resources, services, and support for the West Region.

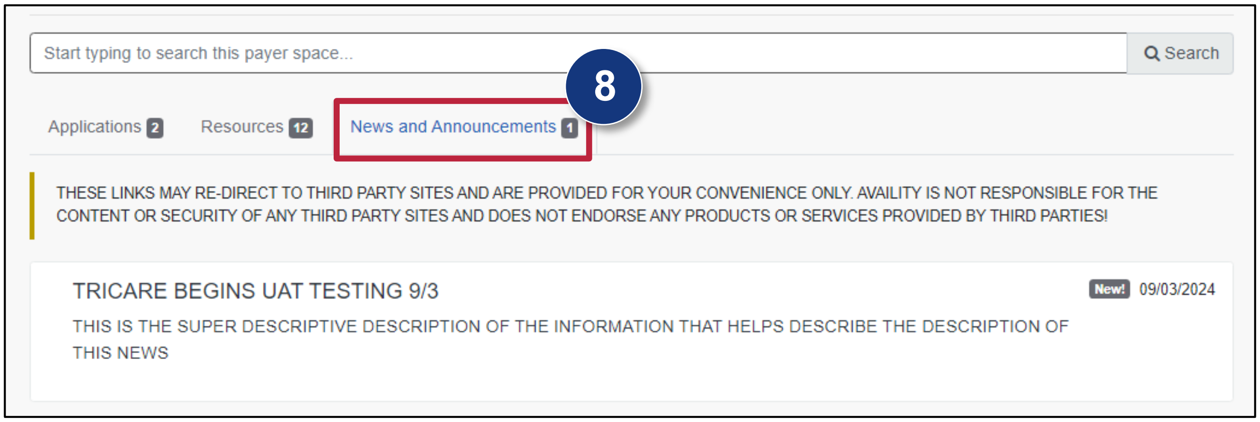
6. The **Applications** tab lets you access applications to submit referral and authorization requests, speak with a TriWest representative, submit claims through XPressClaim, and more.
   A. Select **Access TriWest Learning Center** to access TriWest-specific trainings and learning resources.



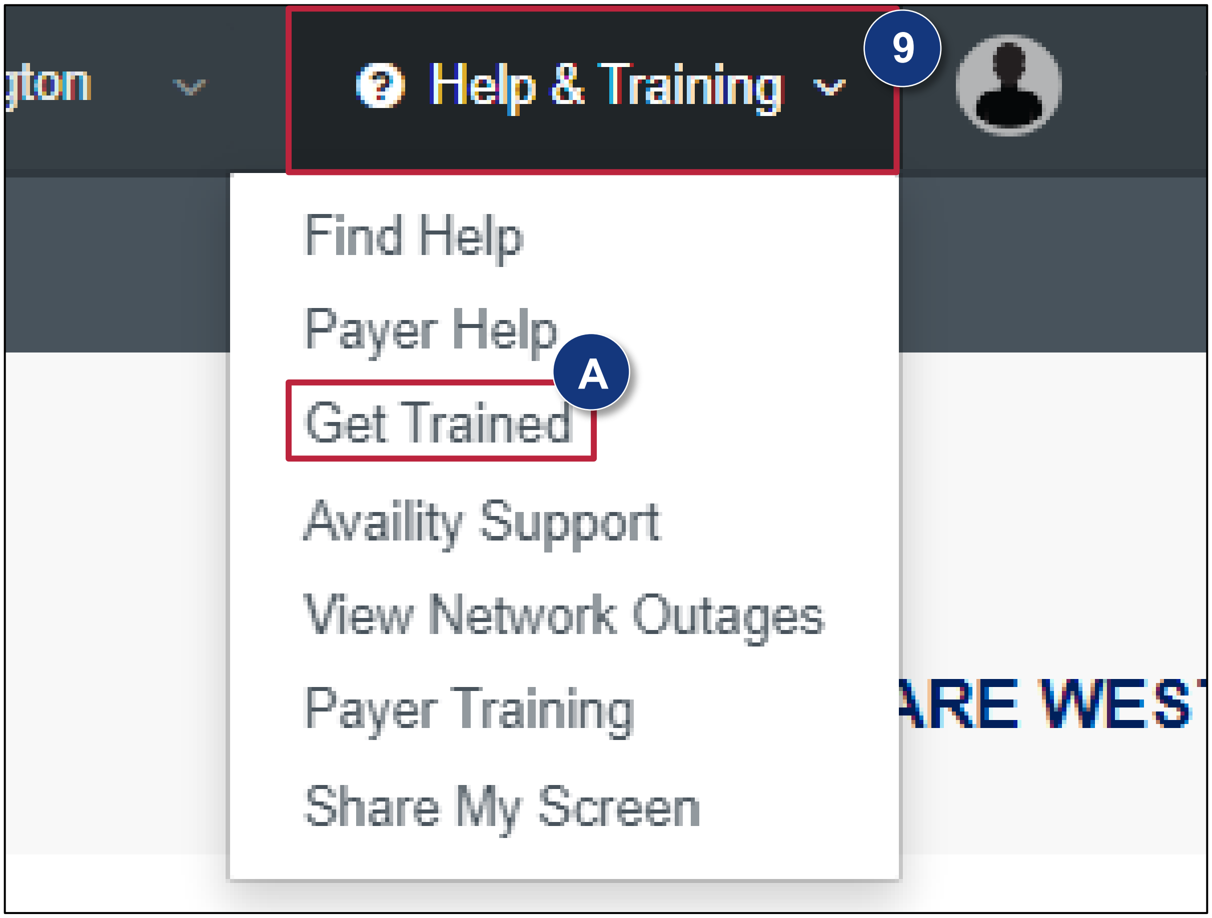
7. The **Resources** tab provides a list of internal and external resources for TRICARE providers, such as frequently asked questions or High Performing Provider (HPP) scorecard information.



8. The **News and Announcements** tab will display a list of TriWest-specific updates and announcements.

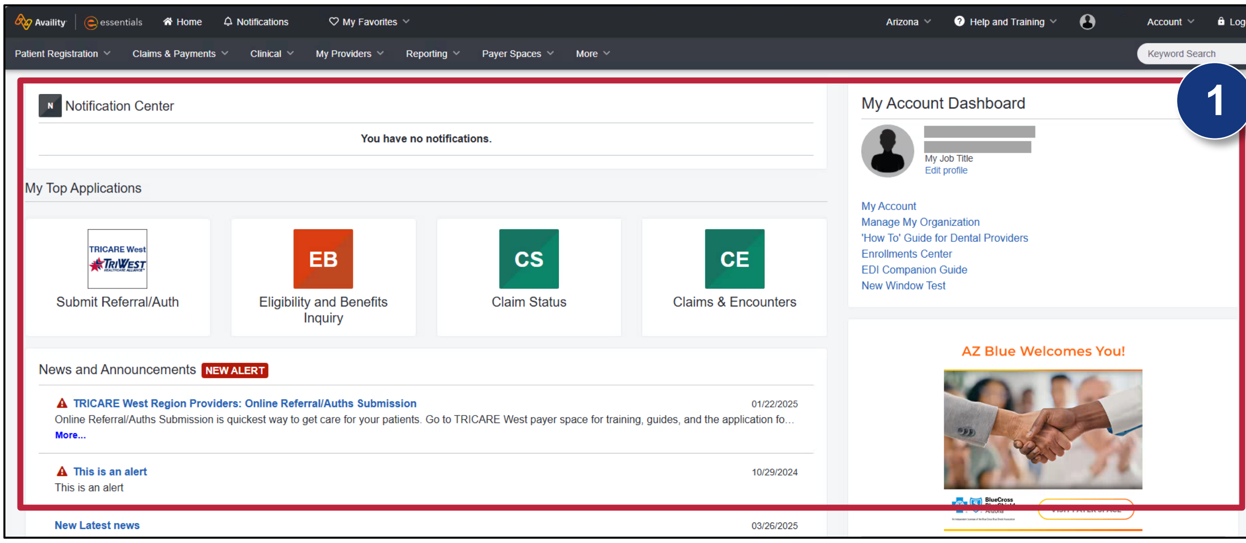


9. Select **Help & Training** to view various support and training options.
   A. Select **Get Trained** to access the Availity Learning Center. The Learning Center provides training resources to support your professional development and mastery of Availity's features. Some of the resources you'll find include detailed guides, instructional videos, and more.
   Note: *You can also access the Availity Learning Center from your dashboard.*

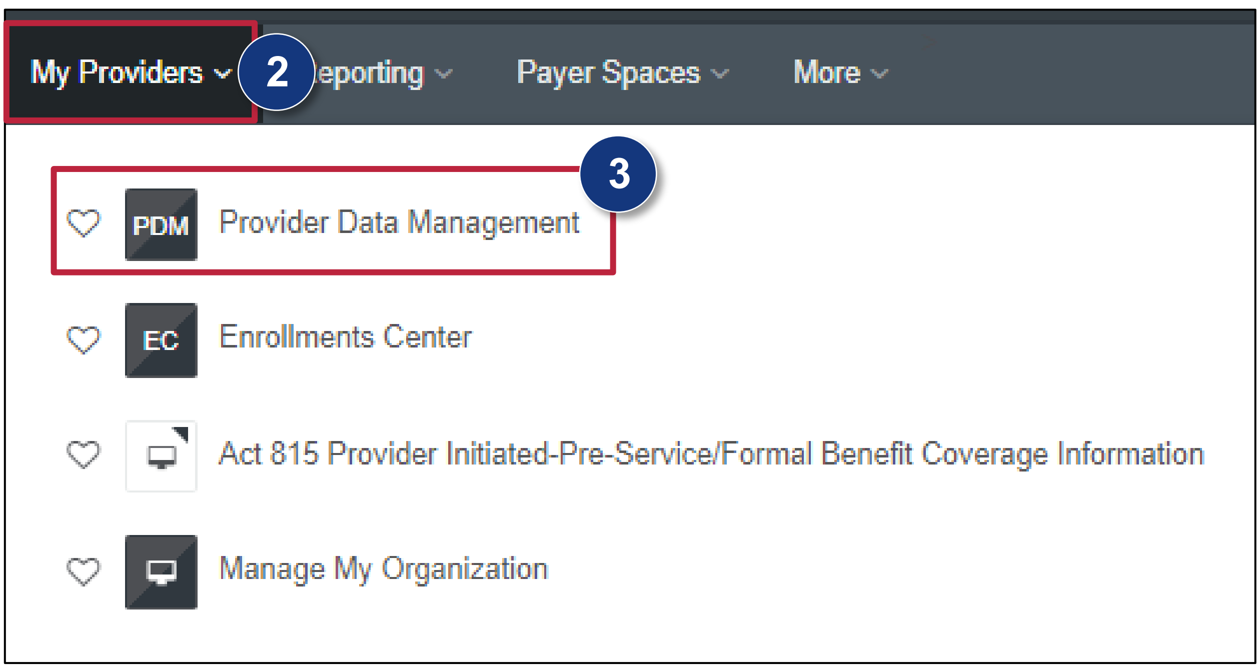


Updating Provider and Office Information

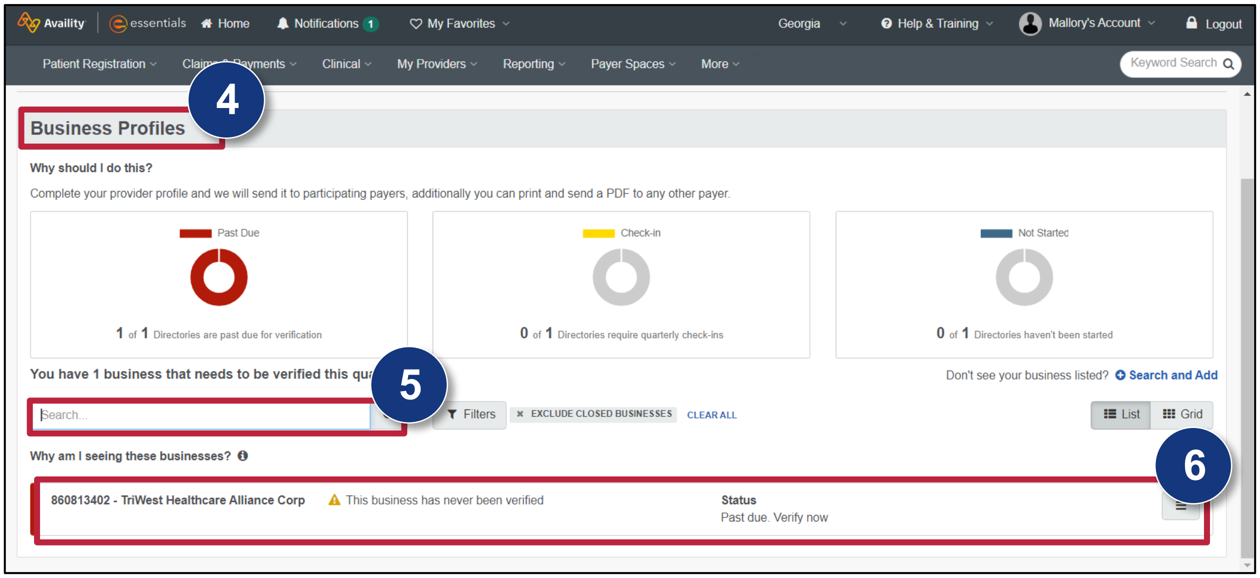
1. Navigate to the main dashboard.



2. Select **My Providers** from the ribbon.
3. Select **Provider Data Management**.



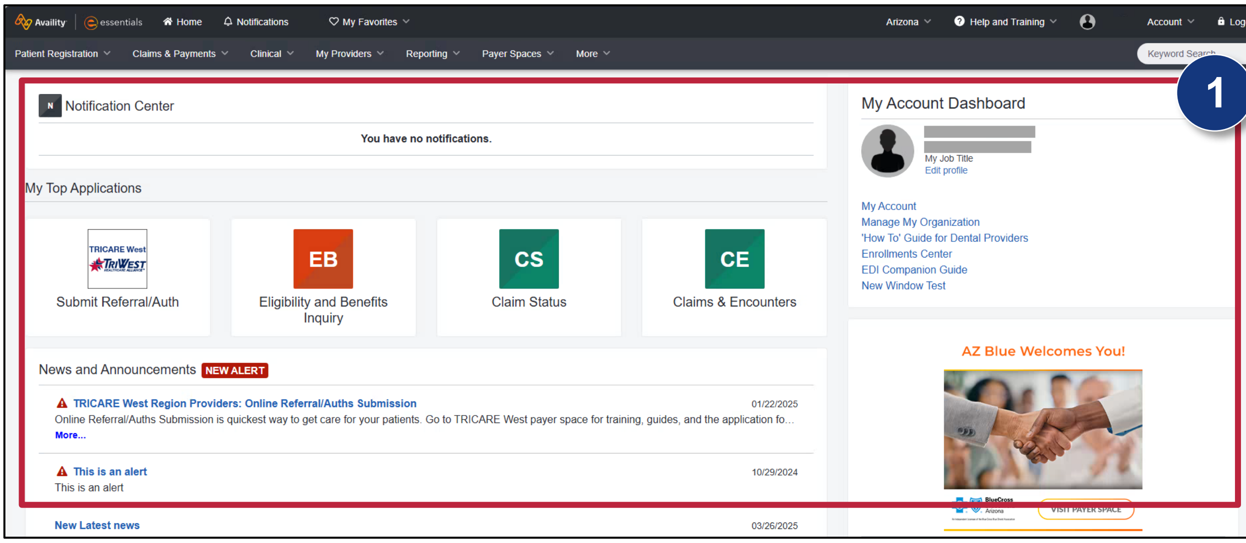
4. The Business Profiles page will open.
5. Enter the provider's name or National Provider Number (NPI) into the search field.
6. Select the provider from the search results.



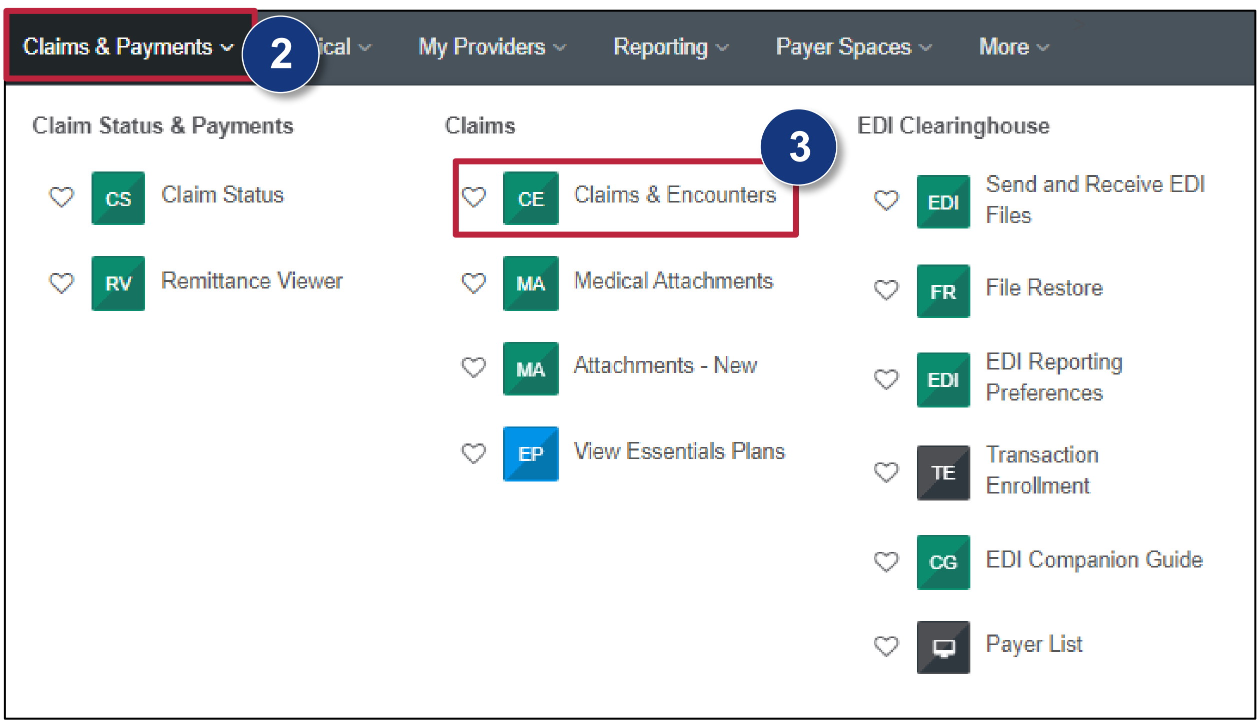
7. The provider's business profile will open. From here, you can update fields like the provider's phone number, email, office hours, physical address, and more.
8. Locate the field you want to update.
9. Select **Edit** on the field.
10. Update the information as needed.
11. Repeat steps 8–10 until all desired changes are made.
12. Review all changed fields for accuracy.
13. Select **Save** once done.
14. You've successfully updated the provider and office information.

Submitting Claims

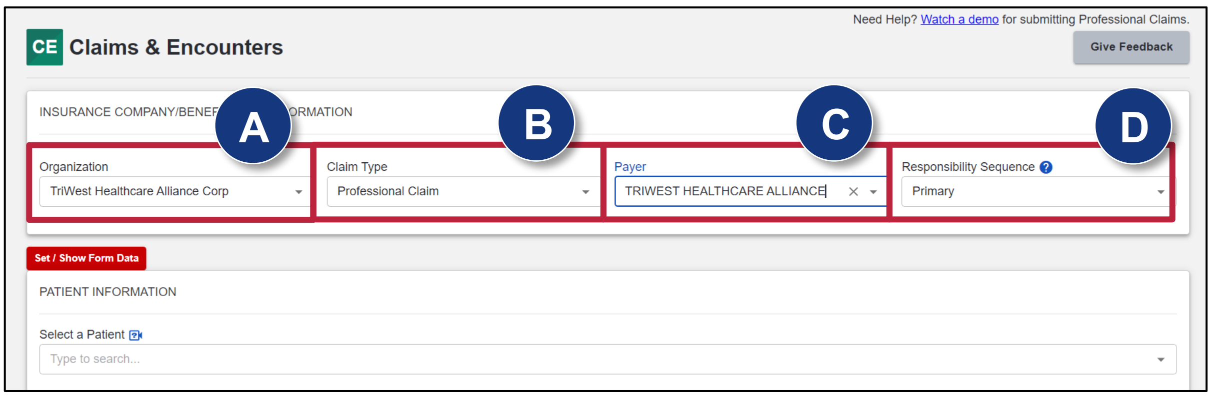
1. Navigate to the main dashboard.



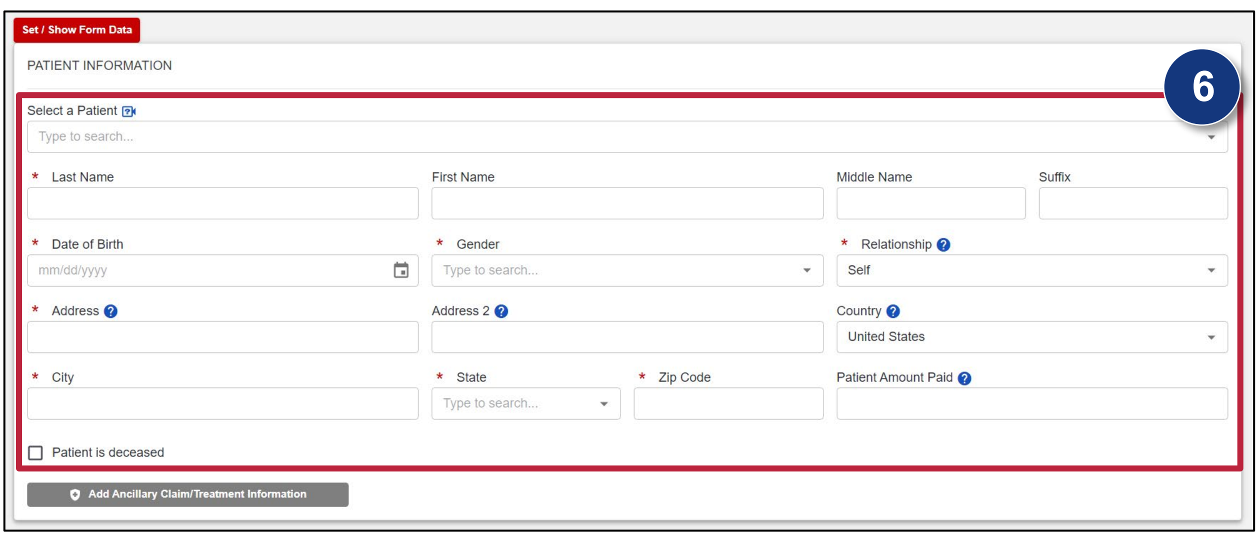
2. Select **Claims & Payments** from the ribbon.
3. Select **Claims & Encounters**.



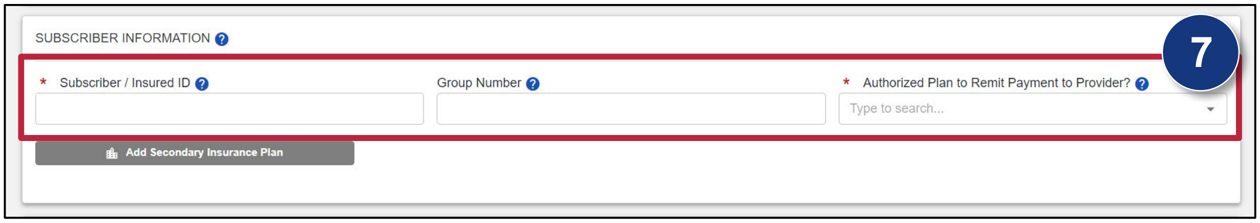
4. The claims submission page will open.
5. Complete all **Insurance Company and Benefit Plan Information** fields, including:
   A. Organization
   B. Claim Type
   C. Payer
   D. Responsibility Sequence
   Note: *You must complete fields marked with a red asterisk to submit the claim. Filling out additional fields can be helpful but is optional. Ensure you complete the fields as accurately as possible. This helps ensure your claim is processed more efficiently.*



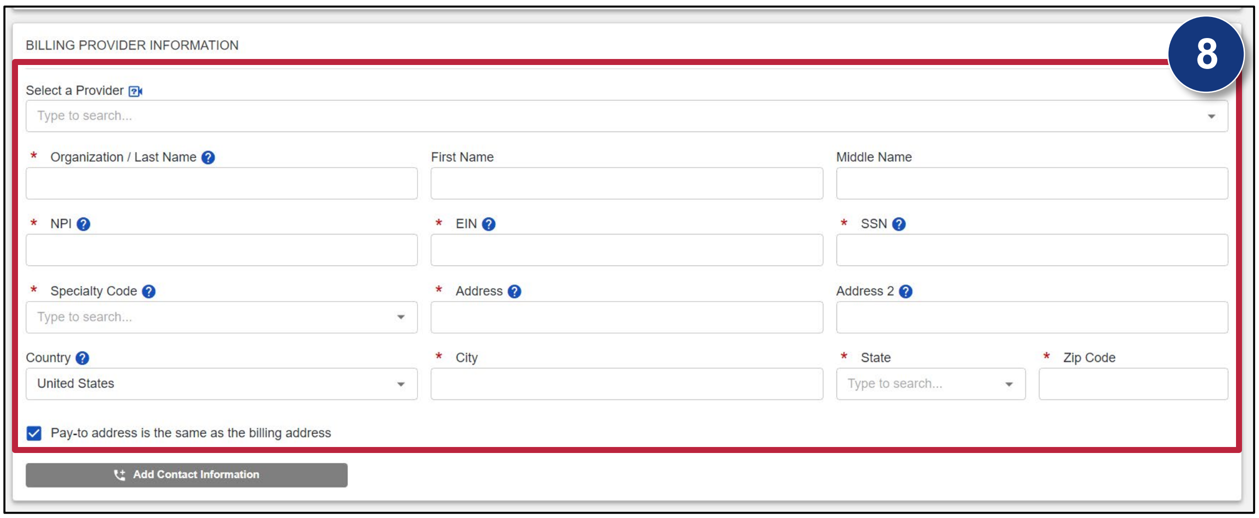
6. Complete all required **Patient Information** fields.



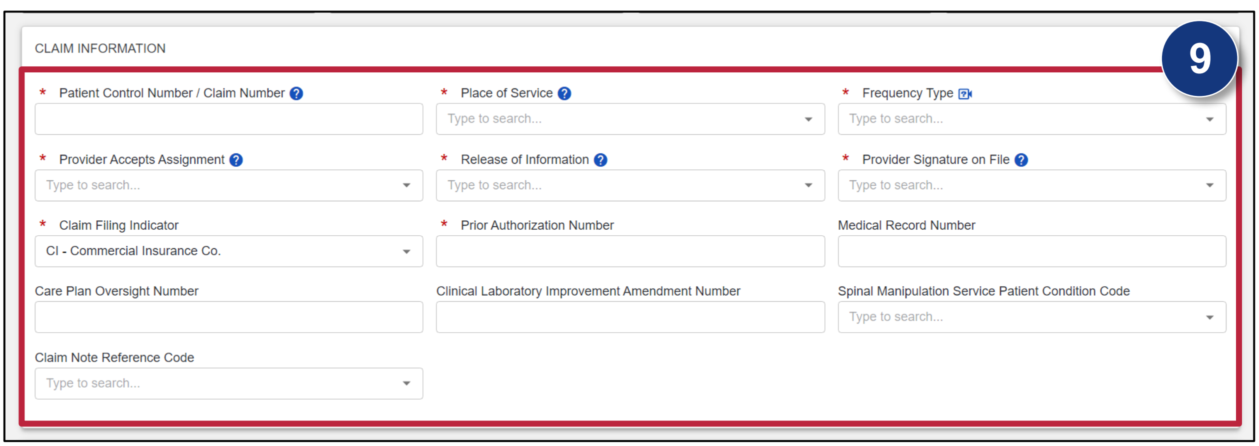
7. Complete all required **Subscriber Information** fields.



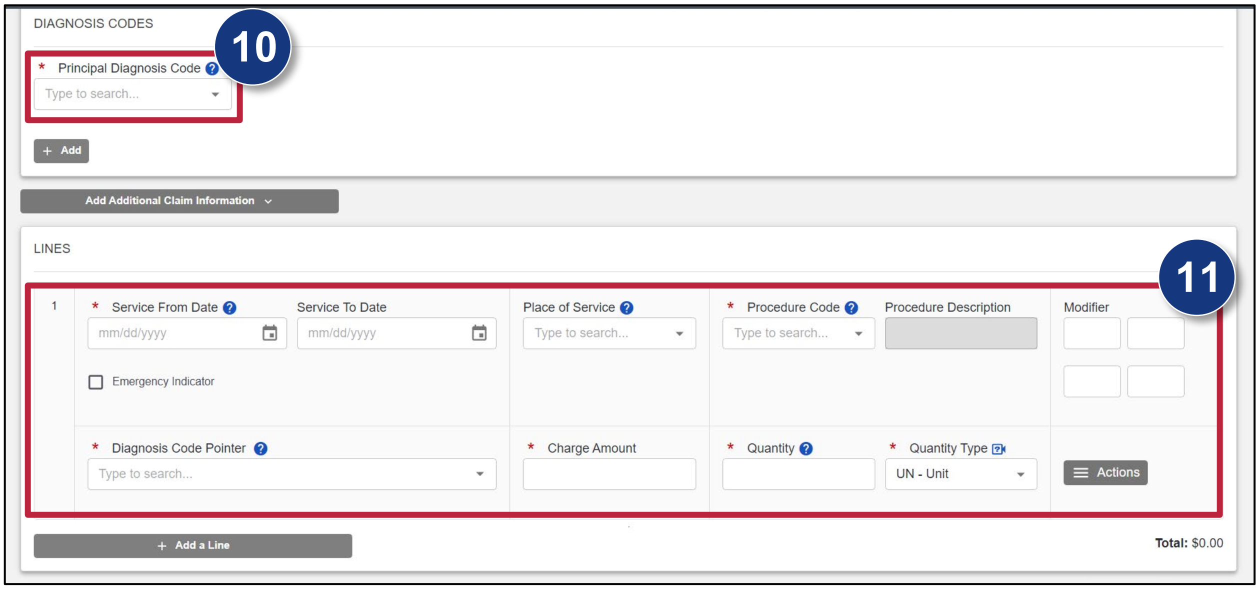
8. Complete all required **Billing Provider Information** fields.



9. Complete all required **Claim Information** fields.



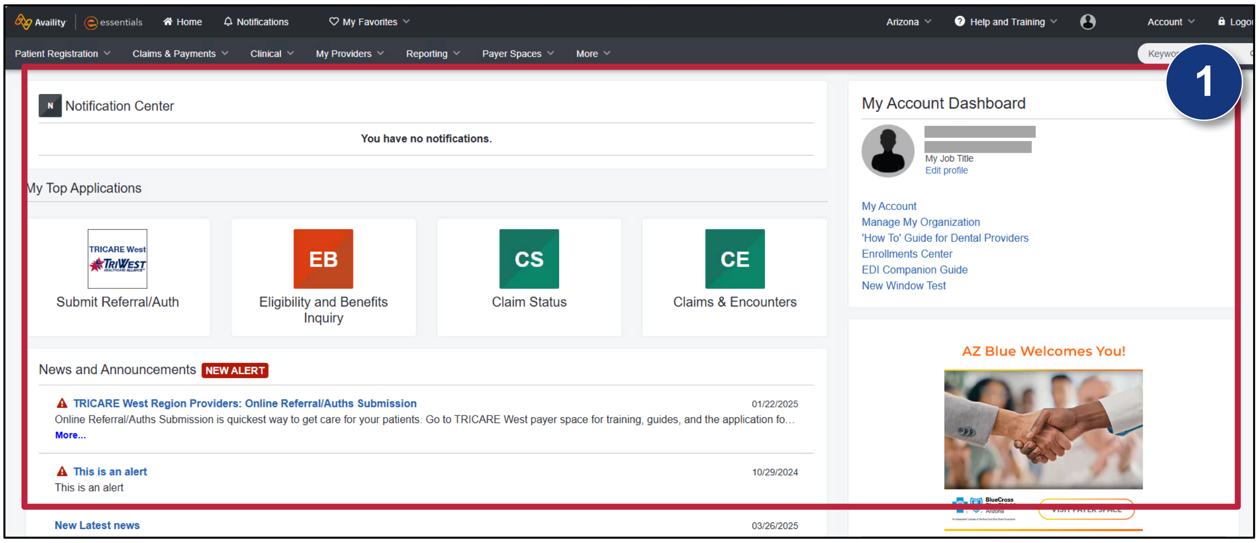
10. Enter the diagnosis code into the **Principal Diagnosis Code** field.
11. Complete all required **Lines** fields.



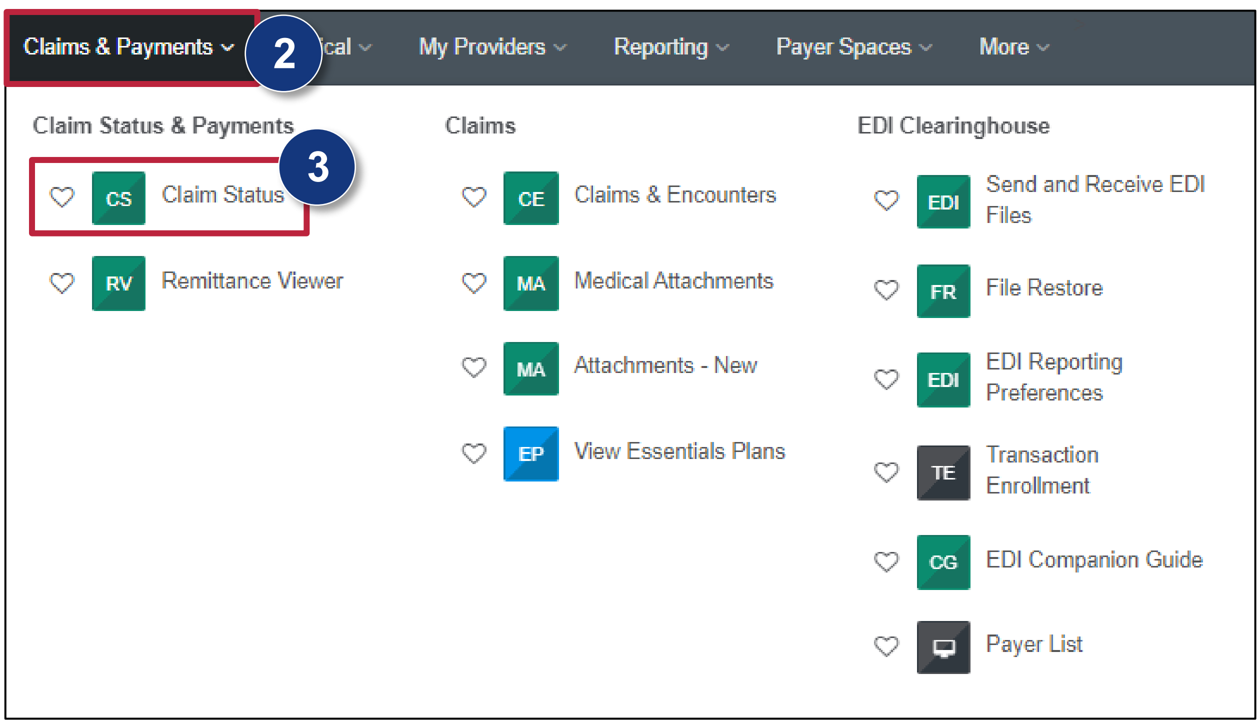
12. Review all fields for accuracy and completeness.
13. Select **Submit** once done.
14. You've successfully submitted your claim. The system will process the claim and forward it to the payer for review.

Tracking Claims

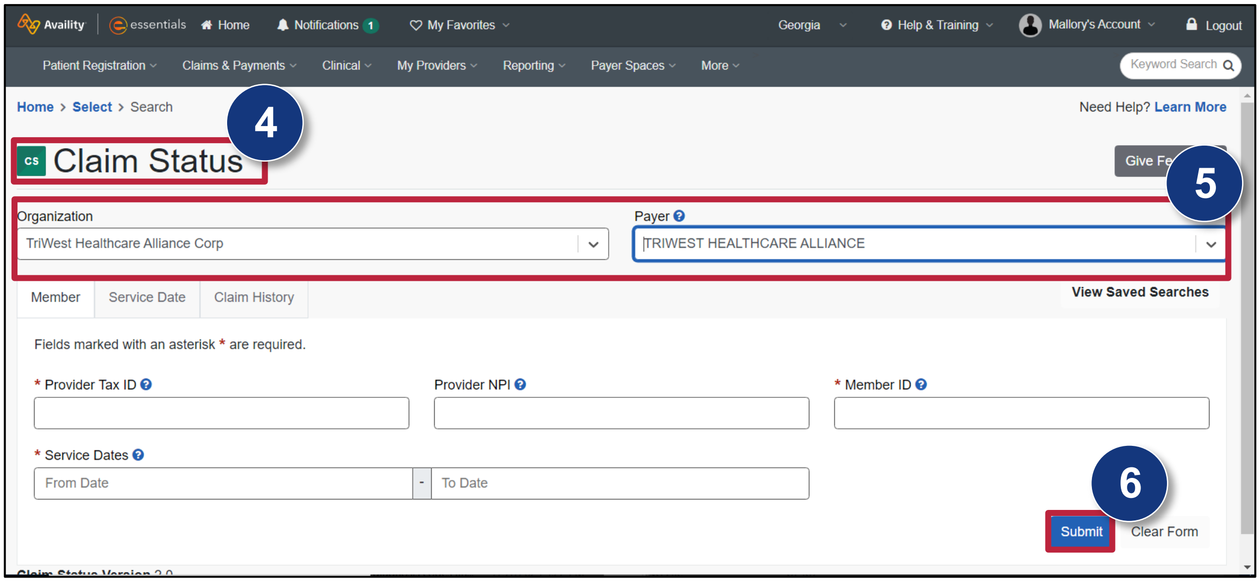
1. Navigate to the main dashboard.



2. Select **Claims & Payments** from the ribbon.
3. Select **Claim Status**.



4. The Claim Status page will open.
5. Enter the search criteria into the fields.
6. Select **Submit**.



7. Select the appropriate search result.
8. You've successfully found your claim status. The status will be updated to show if the claim is pending, approved, or denied. It will also indicate if the claim requires additional information to proceed.

Confidential

Using the Provider Portal Effectively: Tips and Tricks

1. **Log into your provider portal account frequently**. Logging in regularly lets you check for any recent updates or system changes that may affect your work.
2. **Subscribe to receive email or text alerts**. Subscribing keeps you informed of any critical updates or important information.
3. **Participate in training sessions and webinars scheduled on the portal.** These training opportunities help you stay updated on new features and best practices.
4. **Monitor the News & Announcements section** for new information about updates and system changes.
5. **Use secure methods when transferring sensitive information**. Before sending any documents, verify the recipient's details to ensure you're sending it to the right person. Submit your reports promptly. Confirm that any documents you send have been received successfully.
6. **Follow best practices when submitting claims**.
   A. Verify all information is complete and accurate before submitting a claim.
   B. Provide complete documentation with your claim. Attach all necessary documents and ensure they meet the formatting requirements.
   C. Submit claims promptly after the service was rendered.
   D. Monitor your claims status regularly.