



# Registering and Accessing the TRICARE West Region Secure Provider Portal on Availity

## Quick Reference Guide

### Key Points

- The TRICARE West Region 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 Region Payer Space.

## TRICARE West Region 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 to 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.*

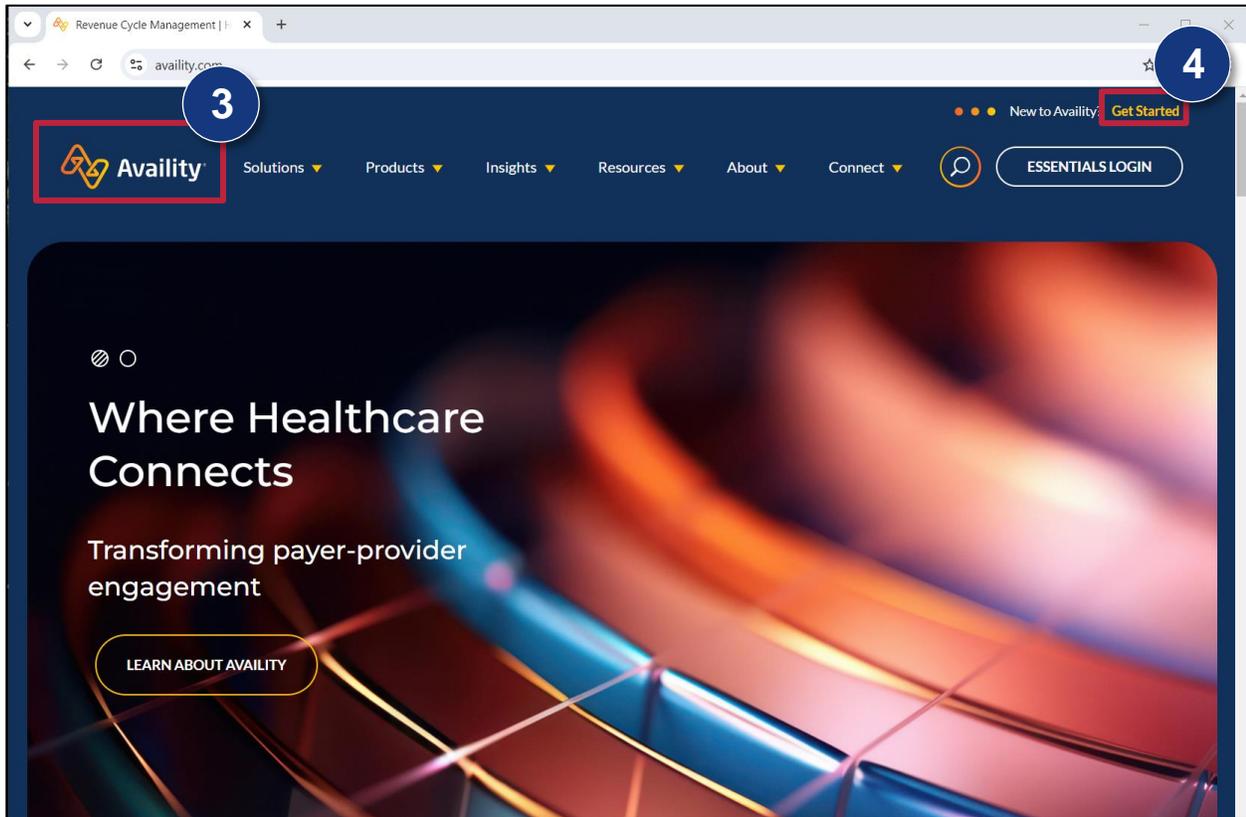


2. In the browser's address bar, enter [availity.com](https://availity.com).



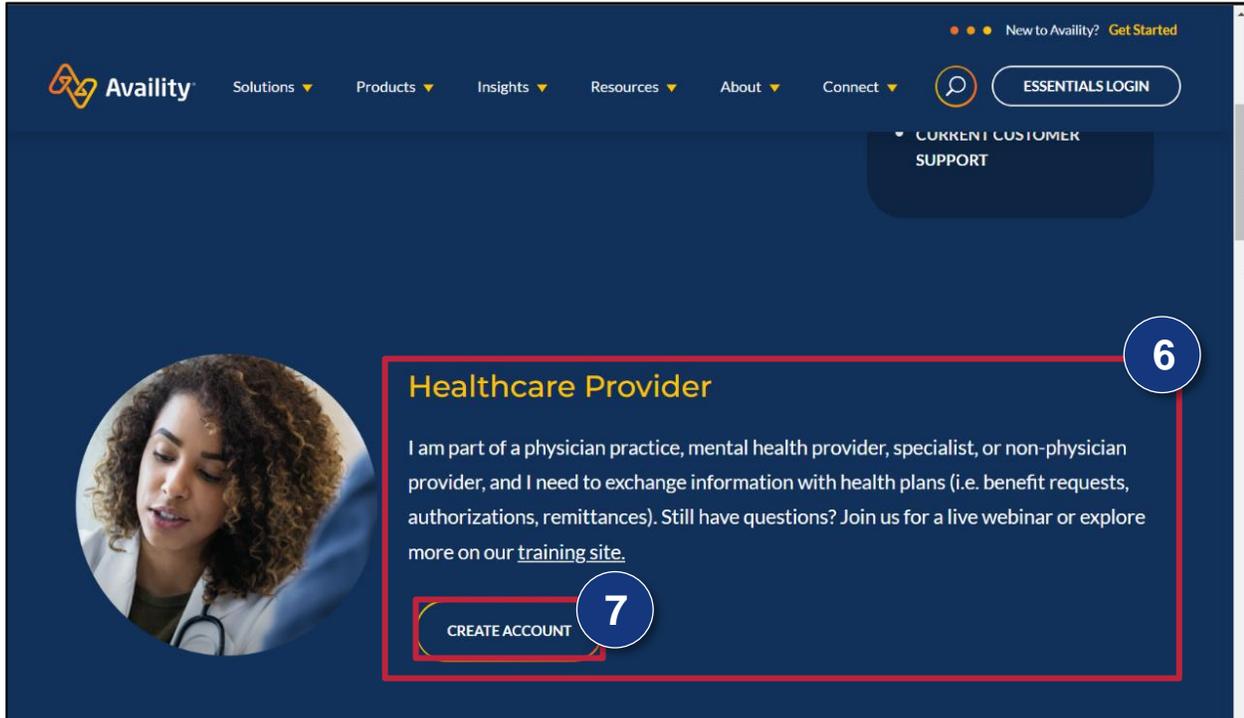


3. This will open the Availity home page.
4. Select **Get Started**.





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



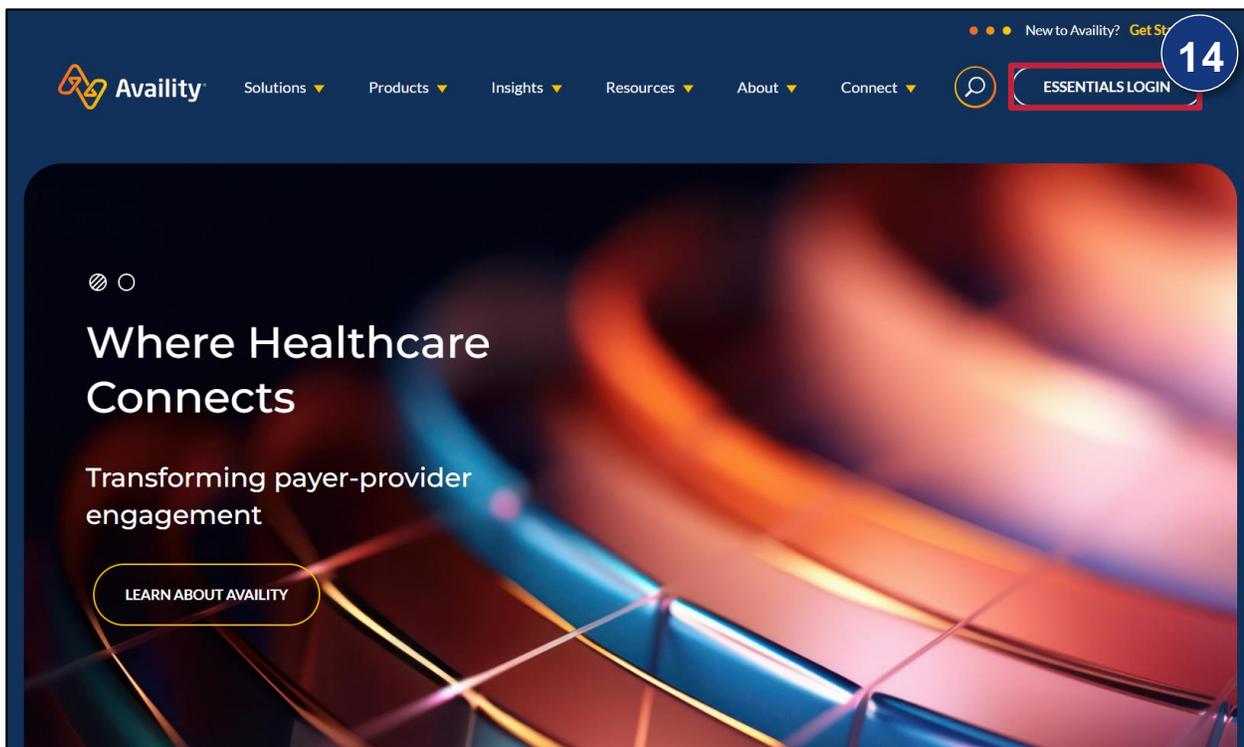


- 8. A **Create User Account** page will open.
- 9. Enter information into all listed fields.
- 10. Select **Continue**.

The screenshot shows a 'Create User Account' page. The title 'Create User Account' is highlighted with a red box and a blue circle containing the number 8. The form fields are grouped by a red border and a blue circle containing the number 9. The fields include: 'Your First Name' (John), 'Your Last Name' (Smith), 'Your Email Address' (johnsmith@email.com), 'User ID' (johnsmith1), 'Password' (masked with dots), and a dropdown menu for 'Choose a region where you do business' (Select U.S. state or territory). A blue circle with the number 10 points to the 'Continue' button at the bottom of the form. To the right of the form is an orange sidebar with the Availity logo, the text 'Already have an account?', and a 'Log In' button.

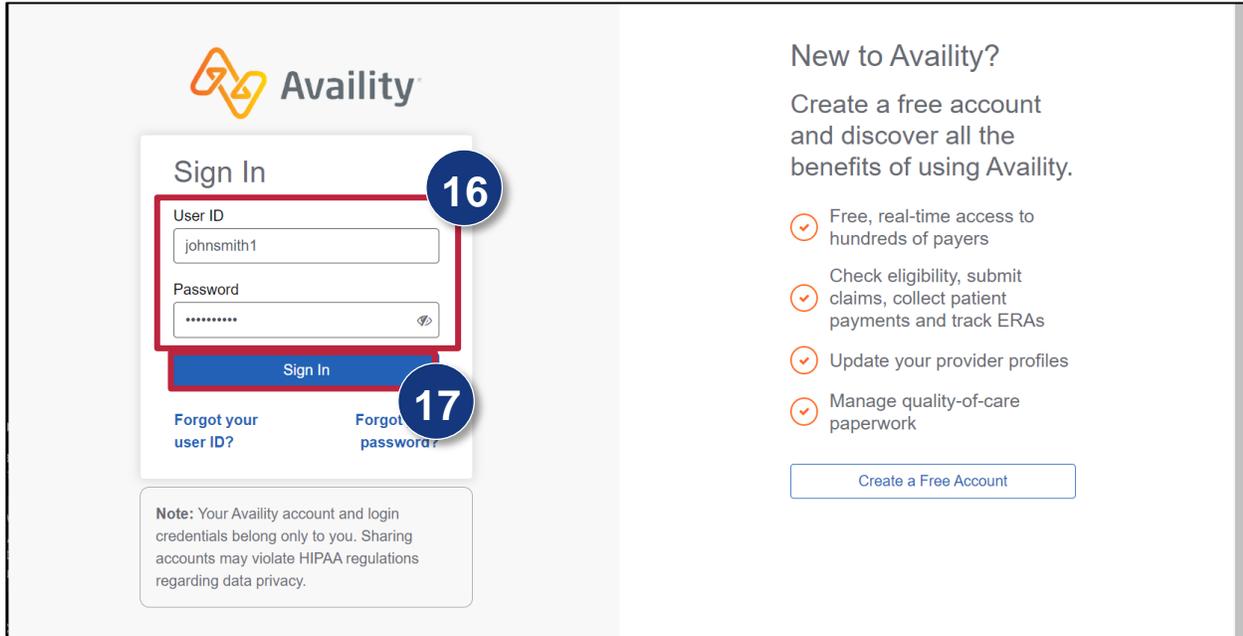


11. Repeat steps 9 and 10 until you have provided all required information and submitted the form.  
**Note:** This will include the information you were asked to gather in the Provider Portal and Registration Overview section.
12. Check your inbox for an Availity activation email. For users in your 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. On the page header, select **Essentials Login**.





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

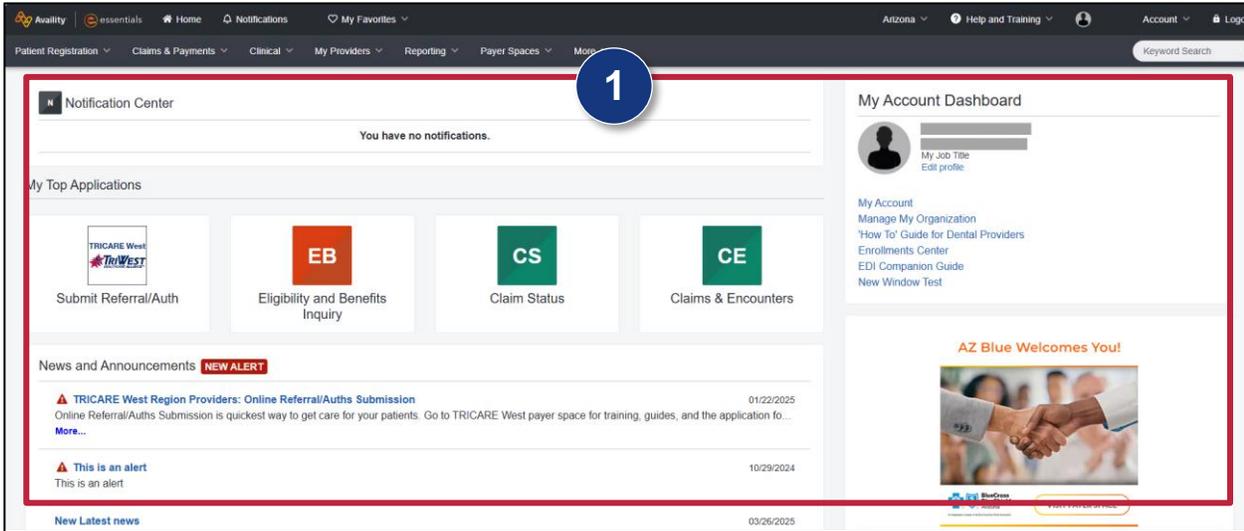


- 18. You have now successfully registered and signed in to the provider portal.

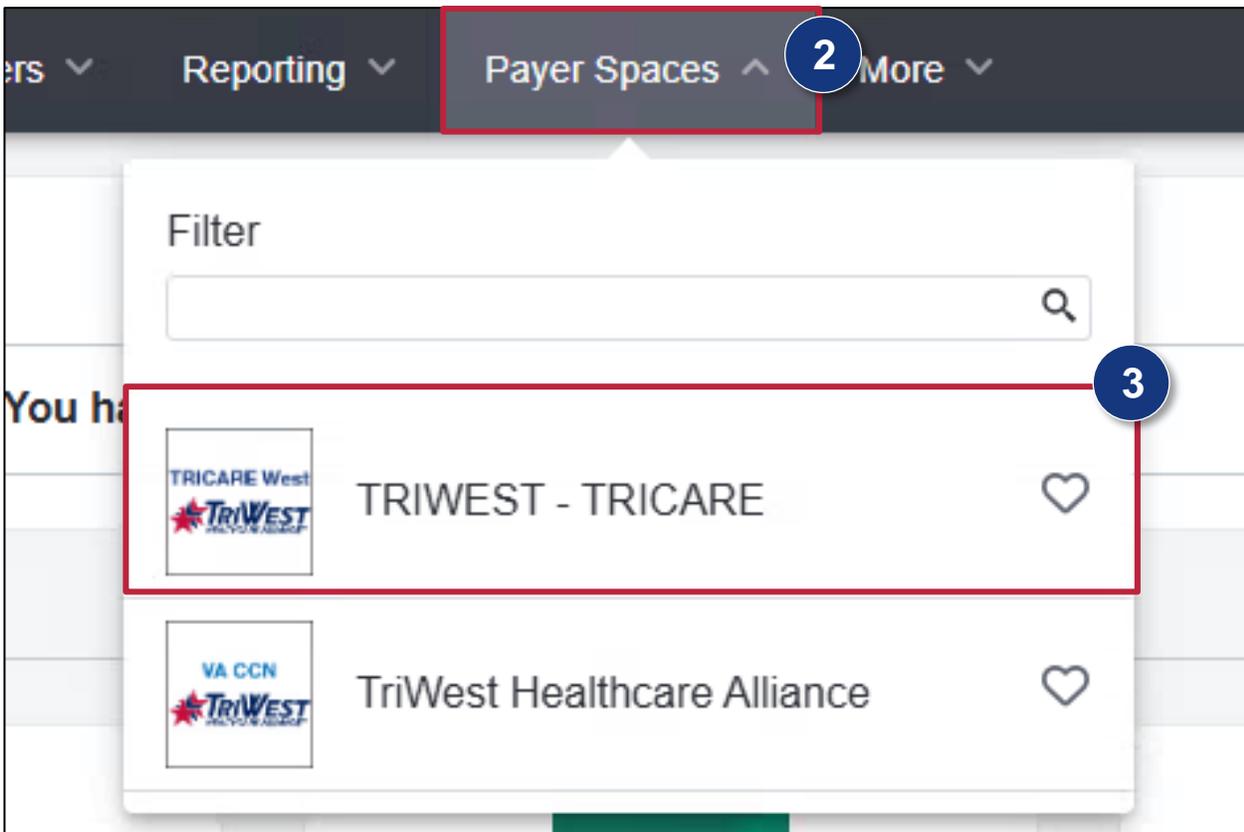


# Navigating to the TRICARE West Region Payer Space

1. Navigate to the main dashboard.



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



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

Home > TriWest T-5 TRICARE

T-5 TRICARE WE

**Welcome to the TRICARE West Region Payer Space**

Access tools and information for the TRICARE program in the West Region

for dates of service January 1, 2025, and beyond.



Start typing to search this payer space...

Q Search

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