



TRICARE Inquiries

Quick Reference Guide

For TRICARE West Region Providers

Providers may have questions that they call TriWest's Customer Service line to resolve. There may be solutions to their questions without needing to call. Please see the list below of common inquiries and how to handle them.

Routine Provider Inquiries

Inquiry Type	What Steps to Take
General questions about: • Program requirements? • Claims submission? • Eligibility? • Referrals and authorizations? • Beneficiary out-of-pocket costs?	Go to the TRICARE Provider Handbook on tricare.triwest.com . On the home page, the TRICARE Provider Handbook is found under the Provider tab.
Claims Guidelines questions: • Submission options (Availity, Xpress, other clearing houses)? • Reconsiderations or Appeals? • Overpayments or Refunds? • Timely Filing Waivers?	Go to TRICARE Claims Guidelines page on tricare.triwest.com . On the home page, the TRICARE Claims Guidelines page is found under Provider tab.
EOB/Remit advice:	Log into Availity. From the home page, Remittance Viewer is found under the Claims & Payments tab. Search by Check/EFT or Claim information. Call 888-TRIWEST (874-9378) and provide the following information: • Check/EFT number • Group NPI that check should have gone to • If requesting by • Fax - fax number and contact person • Mail - valid mailing address • Call back information (name and number)
NEW EFT/ERA questions:	Go to the enrollment package on tricare.triwest.com . From the home page, the Electronic Funds Transfer (EFT) & Electronic Remittance Advice (ERA) Enrollment Package form is found under the Provider tab, by selecting Forms .



Balance Billing questions:	Go to balance billing on tricare.mil/west .
Claim Payments Status:	Log into Availity. From the home page, Claims Status is found under the Claims & Payments tab. Call 888-TRIWEST (874-9378).
Claim Denials and Payment Disputes and Appeals:	Complete and submit a reconsideration form available on tricare.triwest.com. From the home page, the Claims Reconsideration form is found under the Provider tab, by selecting Forms. Submit the completed form to: TRICARE West Provider Correspondence P.O. Box 2748 Virginia Beach, VA 23450 OR Fax Number: 866-852-1969
New Provider Participation:	Select from the appropriate agreement forms found on tricare.triwest.com . From the home page, the Provider Agreements section is found under the Provider tab, by selecting Forms .
Credentialing questions:	Contact our Provider Services team at TRICAREproviderinquiries@triwest.com. Please include your tax identification number in all correspondence.
Contracting	Send an email to ProviderContracting@Triwest.com .
Provider Certifications	Per TRICARE requirements, TriWest must ensure all providers are TRICARE certified in accordance with 32 CFR 199.6 and TRICARE Policy Manual, Chapters 1 and 11. TriWest network providers should visit the Provider Certification and Credentialing webpage for more information and to access certification documents. Non-network providers should complete and submit the applicable TRICARE Non-Network Application to become TRICARE certified.

**ACD/ABA – Non-claims related:**

For applications and information, go to tricare.triwest.com to see the [Autism Care Demonstration](#) page. From the home page, the **Autism Care Demonstration** page is found under the **Provider** tab.

For questions and assistance:

Call Autism Care Demonstration Customer Service at 833-818-2525

OR

Email Provider Services Contracting at abaprovidercontracts@triwest.com

Authorization/Referral questions:

Go to [Referral and Authorization Guidelines](#) on tricare.triwest.com. On the home page, the **Referral and Authorization Guidelines** page is found under the **Provider** tab.

Email the T-5 Referral Management team at T-5ReferralManagement@triwest.com.