



Registering and Accessing the TRICARE West Secure Provider Portal on Availity

Quick Reference Guide

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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 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:

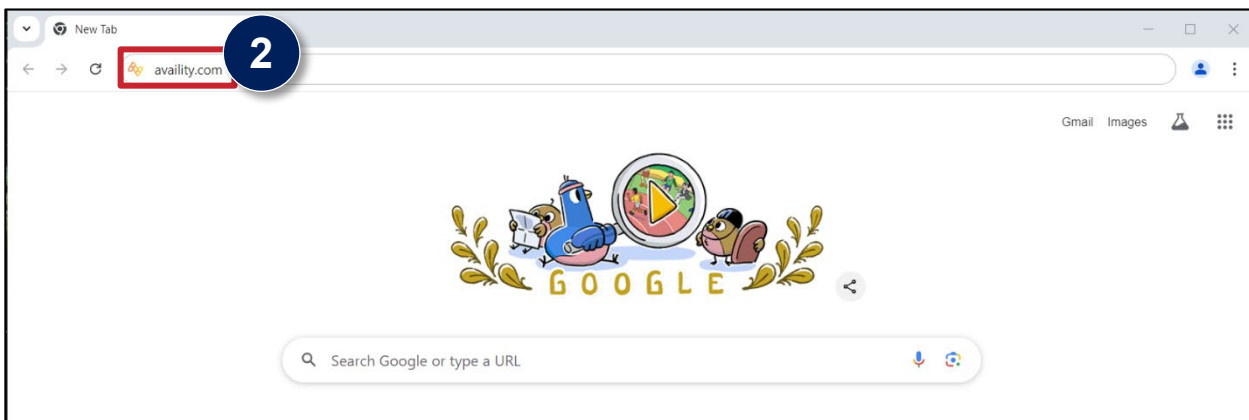
- A. A digital space where you can work with TriWest and other payers, all with only one set of login credentials.
- B. TriWest information, webinars, training videos, and quick reference guides.
- C. The TRICARE Provider Handbook.
- D. Common provider functions online, such as submitting claims, checking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

Registering and Setting Up a Provider Portal Account

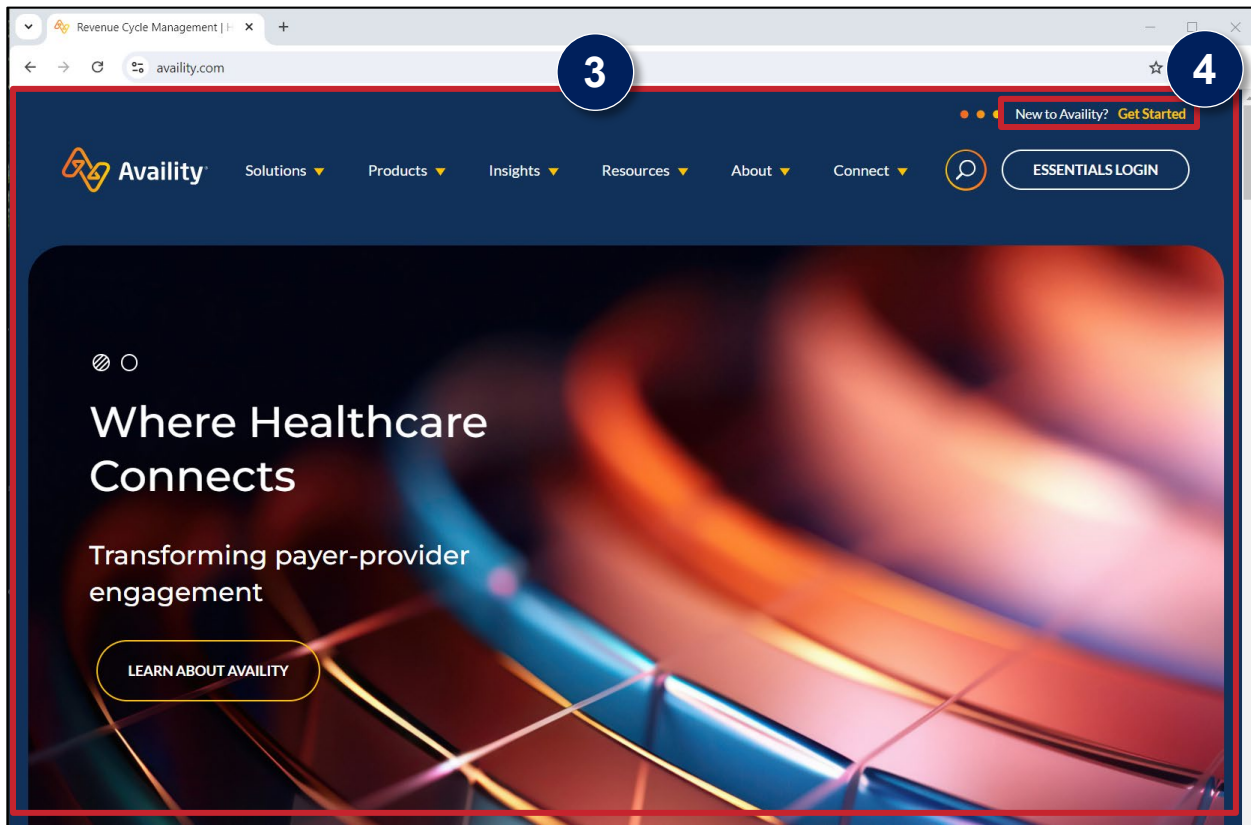
1. Open your web browser. You may use browsers like Google Chrome, Microsoft Edge, or Firefox.
Note: *Internet Explorer is not an acceptable browser.*



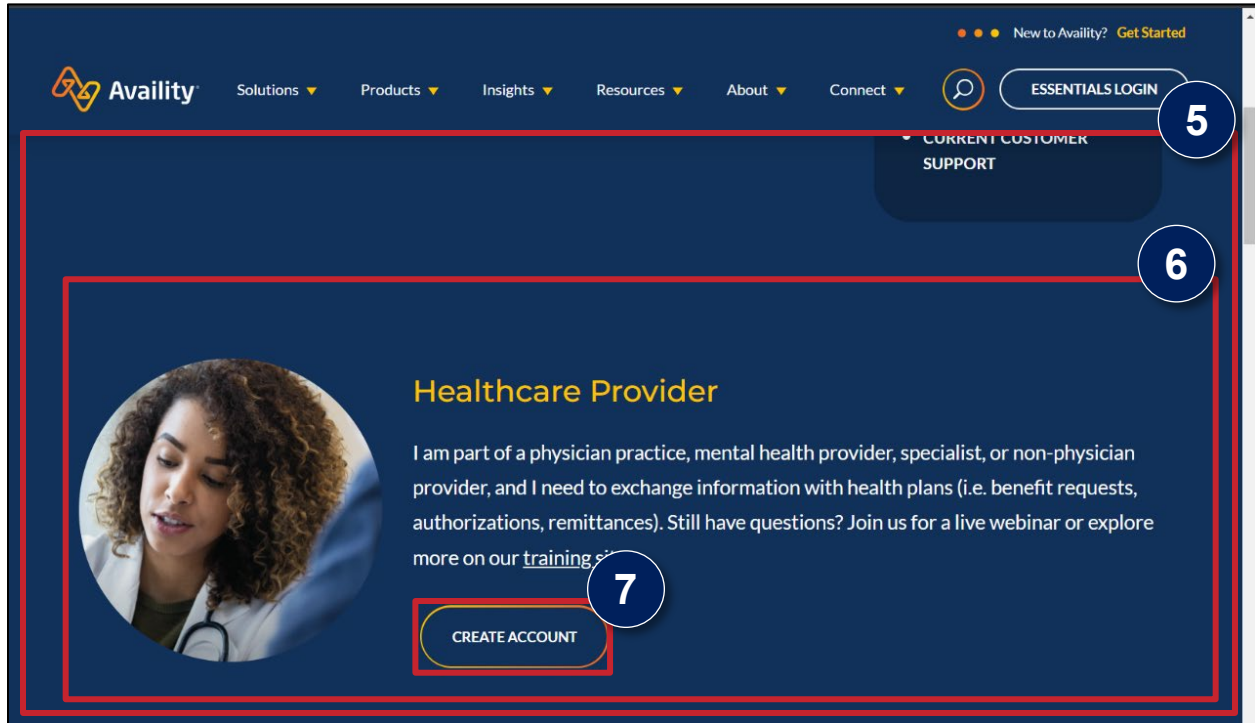
2. In the browser's address bar, enter **availity.com**.



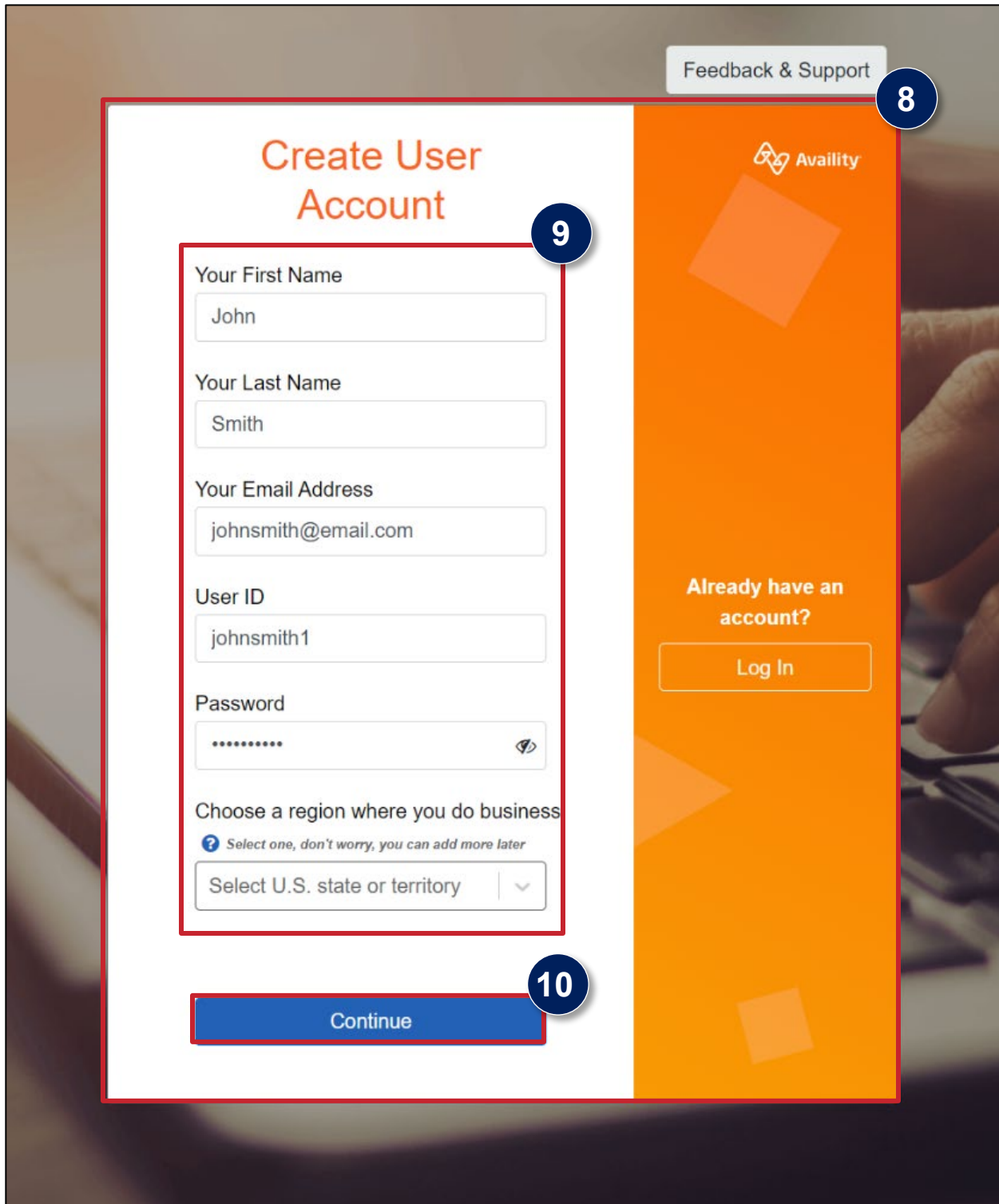
3. This will open the Availity home page.
4. Select **Get Started**.



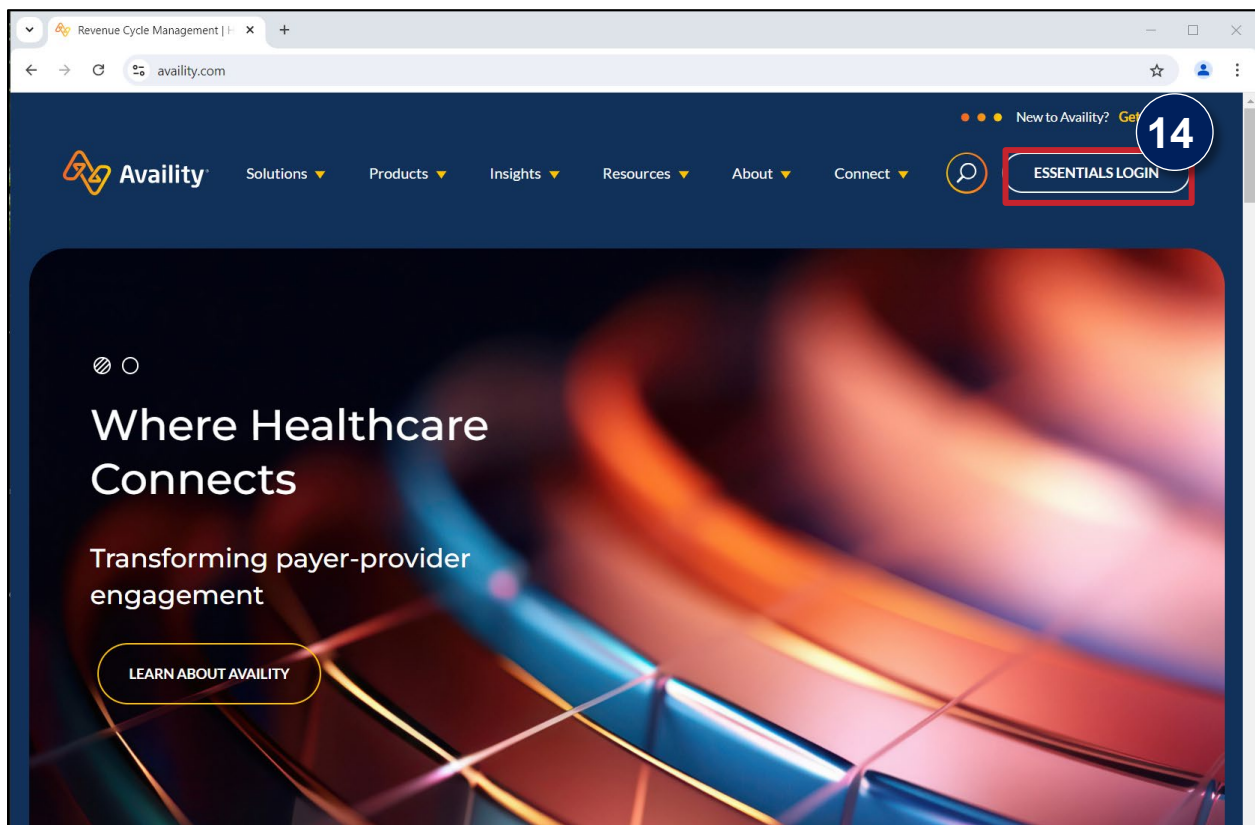
5. A new page will open, listing various account registration options.
6. Navigate down to the Healthcare Provider section.
7. Select **Create Account**.



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

A screenshot of the "Create User Account" page. The page has a white background with a red border. At the top right, there is a "Feedback & Support" link. The main heading is "Create User Account" in orange. Below it, there are several input fields: "Your First Name" (containing "John"), "Your Last Name" (containing "Smith"), "Your Email Address" (containing "johnsmith@email.com"), "User ID" (containing "johnsmith1"), and "Password" (containing "*****"). Below these fields is a dropdown menu for "Choose a region where you do business" with a hint "Select one, don't worry, you can add more later" and a selected option "Select U.S. state or territory". At the bottom, there is a blue "Continue" button. On the right side, there is an orange sidebar with the "Avallity" logo, a large orange square, and a section titled "Already have an account?" with a "Log In" button. Numbered callouts 8, 9, and 10 are present: 8 points to the "Feedback & Support" link, 9 points to the input fields, and 10 points to the "Continue" button.

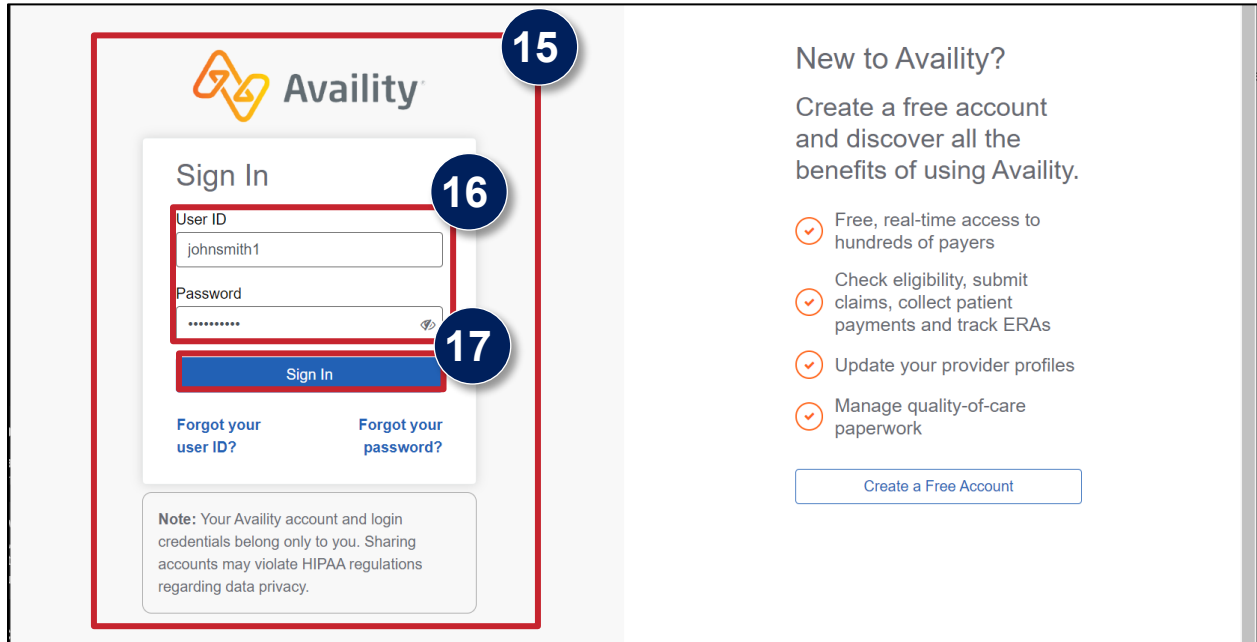
11. Repeat steps 9 and 10 until you have provided all required information and submitted the form.
Note: This will include the information you were asked to gather in the **Provider Portal and Registration Overview** section.
12. Check your inbox for an Availity activation email. For users in your organization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

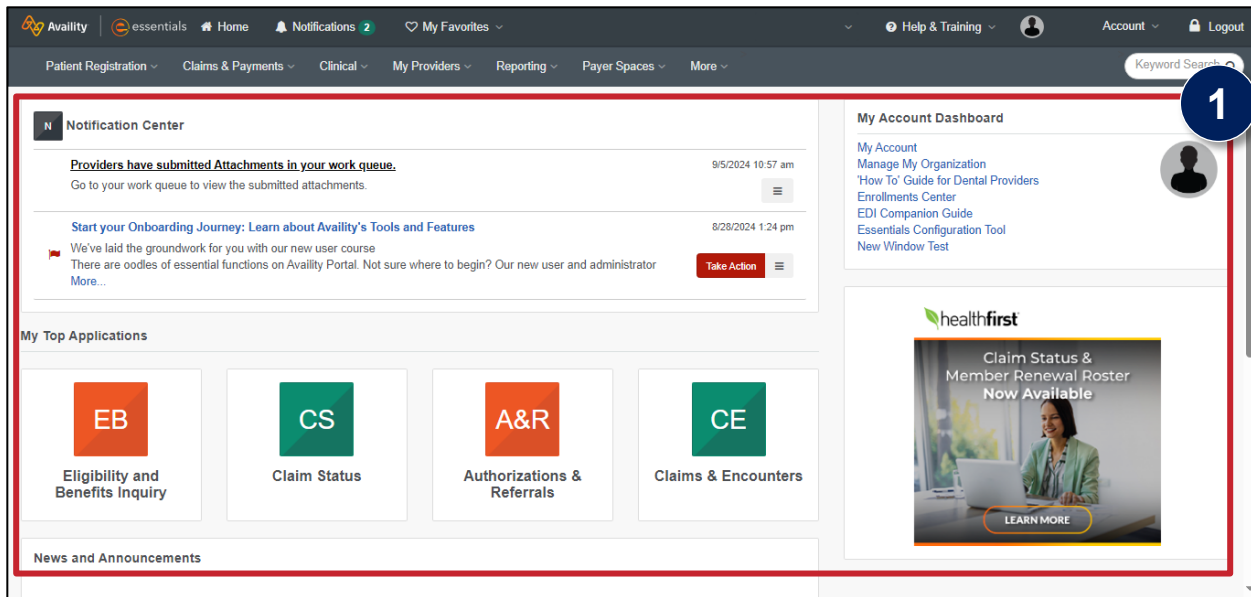
17. Select **Sign In**.

A screenshot of the Availity Sign In page. The page has a light gray background. On the left, there is a white box with a red border containing the "Sign In" form. The form includes the Availity logo at the top, followed by the text "Sign In". Below this are 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 left of the button are two links: "Forgot your user ID?" and "Forgot your password?". Below the form 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 is a list of four benefits, 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". Three blue circular callouts with white numbers are overlaid on the image: "15" points to the Availity logo, "16" points to the User ID field, and "17" points to the Sign In button.

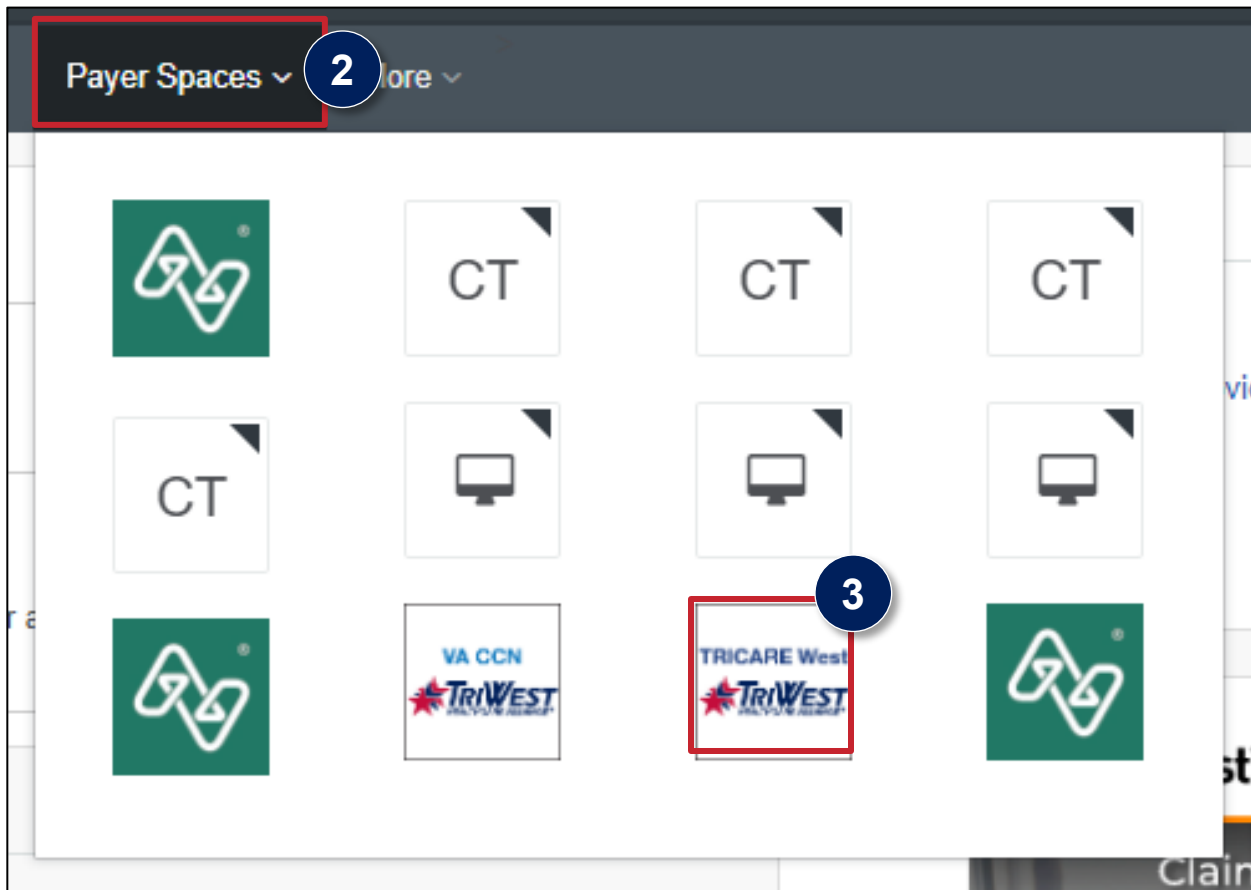
18. You have now successfully registered and signed in to the provider portal.

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.

