



CCN Contact Information for Providers

Quick Reference Guide

Provider Customer Service

- Phone: 877-CCN-TRIW (877-226-8749)
- Email: providerservices@TriWest.com

Requests to Join Network

- Join TriWest's Network by completing our [Provider Contract Request form](#).

Claims/Billing Customer Service

- Phone: 877-CCN-TRIW (877-226-8749)
- Correspondence – Claims
Mail to: TriWest Healthcare Alliance
PO Box 42270
Phoenix, AZ 85080-2270

PGBA Contacts and Support

- **Medical Claims**
Mail to:
TriWest VA CCN Claims
PO Box 108851
Florence, SC 29502-8851
- **EDI/ERA Support**
PGBA EDI/ERA Help Desk 800-259-0264, Option 1
PGBA.EDI@pgba.com
Fax forms to 803-264-9864
Payer ID **TWVACCN**
- **EFT Support**
PGBA EFT Customer Service 800-259-0264, Option 3
Fax forms to 803-419-3233

Portal Contacts and Support

- **Availity**
Access [portal contacts and provider support information on Availity](#).
Technical support: 800-282-4548
- **HSRM Portal**
Phone: 844-293-2272
Email: HSRMSupport@va.gov
- **VHA Train**
Learn how to access [the Department of Veterans Affairs VHA Train platform](#).



Behavioral Health

- Phone: 877-CCN-TRIW (877-226-8749), follow BH prompts
- Fax: 866-284-3736
- Email: BHHelp@TriWest.com

Dental

- **Delta Dental Customer Service**
Email: fsps@delta.org
Phone: 844-825-8111
Delta Office Toolkit (DOT): <https://ddfgptoolkits.com>
- **Dental Claims**
Mail to: Delta Dental of California
VA Community Care Network (CCN)
PO Box 537007
Sacramento, CA 95853-7007
Electronic Payer ID: **CDCA1**
Secure Fax: 916-851-1559
- **Dental Provider Disputes**
Mail to: Delta Dental of California
Appeals/Grievances
PO Box 537015
Sacramento, CA 95853-7015

Pharmacy

- Express Scripts Customer Service
Phone: 800-922-1557
Hours of Operation: Monday-Friday: 8 a.m. – 6 p.m. CST