

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



December 11, 2024

### TriWest Healthcare Alliance (TriWest) Partnership

Blue Cross and Blue Shield of Minnesota (Blue Cross) is partnering with TriWest to contract the provider network for Minnesota as TriWest becomes the new Plan Administrator for The TRICARE West Region. Locations outside the state of Minnesota are contracted with other TriWest subcontractors.

Health care delivery will begin on January 1, 2025. TriWest Healthcare Alliance will manage the U.S. Department of Defense's (DOD) TRICARE West Region, which covers 26 states. TRICARE combines the health care resources of the Military Health System with a network of civilian health care professionals, institutions, pharmacies, and suppliers.

### TriWest Implementation for TRICARE

Participation with TriWest will be effective for services beginning on January 1, 2025. Providers currently serving TRICARE beneficiaries through existing contractors should continue to follow their current processes through December 31, 2024.

### Participating Provider Preparation for January 1, 2025

Providers that have completed contracting through the 3-way agreement with TriWest and Blue Cross should start preparing now for the TriWest launch on January 1, 2025, by registering for the Availity provider portal.

Availity is an online platform where providers can manage multiple health plans in one place. TriWest uses Availity as its secure provider portal. TriWest will have a unique TRICARE Payer Space on Availity where providers will be able to submit claims, register for electronic payments, check claims status, access authorizations, and access training on TRICARE processes and procedures.

- Providers that do not have an account are encouraged to register now at [www.availity.com](http://www.availity.com) (TRICARE West Region Payer ID: 99726)
- Providers with fully executed contracts who are already registered with Availity should see a TriWest announcement on the Availity homepage with details regarding the payer space.
- Review the [TriWest Availity Quick Reference Guide](#).
- Review the [TriWest Provider Site](#).

Beginning January 1, 2025, inquiries should be sent to [providerservices@triwest.com](mailto:providerservices@triwest.com).

### Participation in the TriWest Network

Blue Cross encourages providers within the state of Minnesota that have not yet signed TriWest agreements to consider participating to serve this population starting January 1, 2025.

For contracting information, visit <https://www.triwest.com/en/provider/join-the-triwest-provider-network/learn-more-about-tricare> or send an email to [triwest.new.contract@bluecrossmn.com](mailto:triwest.new.contract@bluecrossmn.com).

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Distribution: [bluecrossmn.com/providers/forms-and-publications](http://bluecrossmn.com/providers/forms-and-publications)

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L264R03 (12/13)

For payment issues, claims, or customer service, contact TriWest at [providerservices@triwest.com](mailto:providerservices@triwest.com) or call 877-CCN-TRIW (877-226-8749)

**Claims Submission Address**

TRICARE West Claims  
P.O. Box 202160  
Florence, SC 29502-2160

**Claims Submission via EDI Payer ID: 99726**