

CONNECT CENTER TRAINING

PerformCare - AmeriHealth Caritas

July 20, 2022

Agenda

- ❑ Connect Center Overview
- ❑ Claims / Remittance Management Demo
 - ❑ Home Page
 - ❑ Claim Management
 - ❑ Remittance Management
 - ❑ Remittance Enrollment
- ❑ Enhancements
- ❑ Help / Customer Support Resources
- ❑ Review Q and A
- ❑ Getting Started Guides
- ❑ Access / Account Sign Up
- ❑ Connect Center Administration Demo:
 - ❑ Menus / Navigation
 - ❑ Provider Management
 - ❑ User Management
- ❑ Review Q and A



ConnectCenter Overview

Claims / Remittance Management Demo

Enhancements

- Claim Form: Create Default Billing and Rendering Provider Feature
- Claim Form Fields: Type Ahead – Auto Populate Feature
 - Diagnosis Code
 - Place Of Service Code
 - Procedure Code
 - Taxonomy Code (Professional Claims)

Help / Customer Support Resources

Q and A Review



Getting Started Guides

- [Signing Up](#)
- [Getting Started with Provider Management](#)
- [Claim Creation – video tutorial](#)
- [Getting Started with Claims](#)
- [Creating a Professional Claim](#)
- [Creating an Institutional Claim](#)
- [Uploading Claims](#)
- [Getting Started with Remits](#)
- [Getting Started with Enrollment Central](#)
- [Getting Started with Claim Status](#)
- [Getting Started with Eligibility](#)
- [Payer List](#)



ConnectCenter Access – Payer ID's

<https://physician.connectcenter.changehealthcare.com/#/site/home?payer=214629>

Plan Name	CPID (Prof / Inst)	Payer ID
PerformCare	6183 / 4657	65391

We are currently operating within normal wait times and service levels. We're committed to ensuring our workforce remains healthy and can continue to service the needs of our customers.

For Change Healthcare's response to COVID-19, please [CLICK HERE](#) to read.



Change Healthcare manages over **3.3 billion** financial transactions between healthcare provider and payers annually. We are **driven by customer needs** to innovate solutions that help enable your success in the business of healthcare.

Get Started!

You don't have to wait any longer to realize the **benefits** of online claims and remittance management. Enroll and get started today!

[SIGN UP](#)[Watch Video](#)

Learn more about how **Change Healthcare** can help you merge your claims with **ConnectCenter**.

Solutions

Change Healthcare solutions help reduce the time to payment by removing manual steps in the claim process. Submitting claims electronically can reduce paper and postage costs and increase staff productivity.

[Read More](#)

No Payment without Compliance

Maintaining compliance with changing regulatory requirements can be a full-time job. Change Healthcare ConnectCenter helps your practice keep up by guiding your efforts to submit accurate online claims.

[Read More](#)

Provide your Vendor Code ✓

User Setup

Legal Terms

Account Setup

Summary

Provider Information

NPI is required for providers that have an NPI. If you do not have an NPI you must enter your payer assigned Atypical Provider ID.
If you bill for multiple providers you should enter additional provider information in Provider Management after your account is created.
Do not repeat the Sign Up process for your additional users or providers.

NPI

Atypical Provider ID

Provider Last Name/Org Name *

Tax ID *

Provider First Name

Taxonomy

Provider Middle Name

Provider Prefix

Provider Suffix

NEXT

From: connectCenter ConnectCenter@ChangeHealthcare.com

Sent: Thursday, October 28, 2021 11:05 PM

To:

Subject: Welcome to Connect Center

Welcome to Change Healthcare

Thank you for choosing our solution to improve your practice operations. You now have a single point of access to process transactions and the confidence in knowing that Change Healthcare helps you stay current with payer and regulatory changes. In addition, Change Healthcare leads all other clearinghouses in the quantity /extensiveness of ICD-10 testing and provides a dashboard so you can check your payer readiness. Change Healthcare is ranked world-class for real-time support, data security, reporting, productivity and strategic planning by Service Capabilities and Performance (SCP).

Getting started with ConnectCenter:

- * Your biller id is [REDACTED] and your submitter id is [REDACTED]
- * Use the homepage dashboard to...
 - Monitor your claims and see claims in potential trouble through the Worklists and Claim Health Vitals.
 - If you have signed up for claims, claims cannot be sent to Change Healthcare for processing until the next business day after your registration.
 - Stay informed about important product, payer, and industry news through the Regulatory Information, Alerts and Notifications, and Product News sections.
- * Use the Worklists or claim search to track, work, and close claims that have issues. As you work an issue, ConnectCenter takes you to where you can fix, validate, and submit changes, or review status and detailed information that might help you with troubleshooting.
- * Use built in tools to better manage your business with...
 - Remits Search. View all the information about a remit, including adjustments made by the payer to ensure you are getting paid properly and on time.
 - Reports search. View robust reporting that allows you to quickly get claim and remittance details.
 - Provider Management. View, add, modify, deactivate, and download your list of providers associated with your Submitter ID.
 - User Management. At a quick glance you can see who your users are, their email address, and if they are active.
- * Use Payer Tools to access...
 - Enrollments to enroll your providers online with payers and track when you are cleared to submit claims.
 - Payer Search. View connected payers with real-time payer information.
- * Need Help? Use our online help and education videos for built-in assistance and education to ensure efficient resolution of your claims.
- * For your information, your electronic mailbox id is [REDACTED]
- * My Settings will let you view your current settings and modify your user information. You can also reset your password and security questions.

You may utilize live chat from any page on ConnectCenter to receive immediate assistance and to speak direct with a support representative.

We value your business. Thank you for working with Change Healthcare.

From: EDI Enrollment Support <EDIEnrollmentSupport@ChangeHealthcare.com>

Sent: Thursday, October 28, 2021 11:04 PM

To: [REDACTED]

Subject: ConnectCenter Temporary Password

Thank you for signing up with ConnectCenter.

Your temporary password is: zuEbg6G4m5jr71w.

This password is case sensitive.

You can login using this URL: <https://physician.connectcenter.changehealthcare.com/#/site/home>

You will be required to change your password upon your initial login. Your new password needs to contain at least one upper case, one lower case and one number. Special characters are not permitted.

If you have any questions or issues, contact ConnectCenter support: 1-(800) 527-8133 (option 1)

Task Summary

Search My Worklists

All Claims \$91.00	1
Denied Claims	0
Rejected Claims \$91.00	1
Warnings	0
Incomplete Claims \$8,606.53	107
My Follow-up	0

Claim Health Vitals

Date Type: From: 9/14/2021 To: 10/13/2021 Filter Options
 Submit [v] [calendar] [calendar] Last 30 Days [v] [magnifying glass]



Regulatory Information

Questions about the
**CMS New Medicare
 Card Project?**

HIPAA Simplified
 Your online resource for
 healthcare regulations

Want the latest info?



You are **not signed up** to see important alerts topics and info from Change Healthcare

[Click here to sign up.](#)

Need Help?
 Chat with us Live!

[Create a Support Ticket](#)

Product News

New in ConnectCenter

We are now

CHANGE
 HEALTHCARE

Updates and Changes will be made to our products

[CLICK FOR MORE INFO](#)



System Maintenance

CHANGE
HEALTHCARE

System Maintenance - System Maintenance – Eligibility History

Dear Valued Customer,

UPDATE: We are excited to announce this weekend's migration has successfully completed. Eligibility History is now live in AWS as of 11 a.m. CT.

As previously communicated, we are migrating some Change Healthcare solutions from our data centers to the **Amazon Web Services (AWS) cloud platform**®. Migration to this industry leading platform will enable us to provide more reliable system availability and performance, rapid deployment of new product features, and enhanced security controls.

As part of that effort, we are moving the Eligibility History database to the **Amazon Web Services (AWS) cloud platform**®.

Clearance EDI and ConnectCenter customers need to be aware of the following:

- Starting at 7:30 p.m. CT on Oct. 15 the data that can be viewed in ConnectCenter when using the Verification, Search Eligibility History will not refresh until the event has completed
 - Data prior to that time can still be referenced and viewed
- For our customers that submit Eligibility using ConnectCenter, this event will not impact your ability to use that functionality
- After the event is completed, all historical eligibility data will be available to you

NOTE: Transaction processing and ConnectCenter access and functionality (create a claim, edit a claim, upload a claim, verify eligibility, execute claim status, and remit viewing) will be available during this event.

Begin: Friday, October 15, 2021, at 7:30 p.m. CT

End: Sunday, October 17, 2021, at 12 p.m. CT

Action Required by You

Please be advised of the migration schedule above and adjust your processes accordingly.

For additional information or assistance, please contact product support at AssuranceEDISupport@changehealthcare.com or by phone at 800-527-8133, option 2.

ConnectCenter Administration Demo

Q and A Review



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Insight. Innovation. Transformation.