



AmeriHealth Caritas and ConnectCenter

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Overview

ConnectCenter is a customer portal offering online claims, claim status, eligibility, and remittance management with Optum.

Below are high-level instructions for registering to use the ConnectCenter portal. For additional registration details on screen explanation and field values, go to: [Getting Started with Sign UP and User Management AHC](#).

If there are any issues with the registration process below, reference the support information at the end of the document for further assistance.

Registering Payer-Sponsored Providers on ConnectCenter

Go to:

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

The **AmeriHealth Vendor Code 214629** will automatically populate on the registration form and continue to the next page of the Sign-Up process.

Complete all required fields, indicated by *, and click **NEXT**.

Sign Up

Provide your Vendor Code ✓

Provider Setup

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

Complete all required fields on the **User Setup** screen, indicated by *, and click **NEXT**.

Provide your Vendor Code ✓

User Setup

Legal Terms

Account Setup

Summary

User Information

Security

User ID *

Security Question *

First Name *

Security Answer *

Last Name *

A temporary password will be mailed to the email provided after the registration has been completed. You will be required to change your password upon initial login.

Email *

Phone Number *

NEXT

Note: Once the ConnectCenter submitter registration is complete, a temporary password will be sent to the email address provided on the User Setup screen. A password reset is required upon initial login.

Agree to Legal Terms and click **Next**.

Complete all required fields on the **Account Setup** screen, indicated by *, and click **SUBMIT**. Confirmation should be received within 1 business day.

The screenshot shows the 'Account Setup' step of a registration process. At the top, there are five tabs: 'Provide your Vendor Code' (checked), 'User Setup' (checked), 'Legal Terms' (checked), 'Account Setup' (active), and 'Summary'. The 'Account Setup' tab contains two main sections: 'Organization Address' and 'Contact Information'. The 'Organization Address' section includes fields for 'Organization Name *' (filled with 'My Business'), 'Address Line 1 *' (filled with '123 Main St'), 'Address Line 2' (empty), 'City *' (filled with 'Dubuque'), 'State *' (a dropdown menu showing 'IA'), and 'Zipcode *' (filled with '52003'). The 'Contact Information' section includes fields for 'Contact Person First Name *' (filled with 'Jill'), 'Contact Person Last Name *' (filled with 'Pumpkin'), 'Primary Phone *' (filled with '5634567890'), 'Primary Fax *' (filled with '5634561234'), and 'Email *' (filled with 'jpumpkin@gmail.com'). At the bottom right of the form are two buttons: 'CANCEL' and 'SUBMIT'.

Providers will receive 2 confirmation emails:

- 1) ConnectCenter Welcome email with new account information
- 2) Temporary password email to use with the User ID created in during the registration process above.

Confirmation emails are typically received within 90 minutes. If you have not received confirmation emails, please check SPAM folders and/or wait at least 2 hours before contacting the Registration/Enrollment team for assistance (contact information can be found at the end of the document).

Note: Your registration has a 2-business day waiting period between account creation and when you will be able to access our online Customer Care Hub (customer care.optum.com) or reach a live agent for phone or email for support. In the interim, ConnectCenter offers online help, education videos and downloadable reference guides. Don't miss the short Getting Started guides which provide tips and tricks specific to various important features in ConnectCenter—like creating a claim or checking member benefits.

If you plan to submit claims, please be aware that claims cannot be sent to Optum for processing until the first business day following your registration.

Logging into ConnectCenter

Go to <https://physician.connectcenter.changehealthcare.com>

Enter the user id created in the registration step above, and the temporary password sent to the email address associated with the user account during setup. A password reset is required upon initial login.

Find Payer for Submitting Transactions

When populating the forms outlined below, the correct payer must be provided to appropriately route the transaction. The CPIDs below must be used when creating uploading batch claims to identify which plan is being billed. Please note that a different CPID should be used for Institutional claims then for Professional claims. Be sure to select the CPID from the column appropriate to the type of claims you are creating. The 5-character payer IDs that are more commonly used to identify these plans are included in this table as a cross-reference but should not be included in ConnectCenter claims

Selecting the Find Payer button will provide a search where you will enter one of the Payer IDs provided below.

FIND PAYER

On the payer search screen, enter the following values in the **Payer ID or Payer Name**, fields depending on the transaction type being submitted.

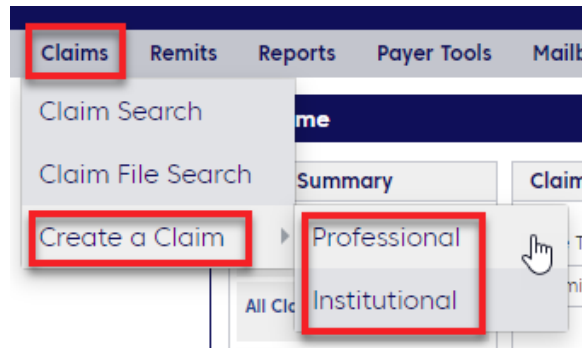
| Plan Name | Plan Payer ID | CPID for Professional Claims | CPID for Institutional Claims |
|--------------------------------------------------------------------------------|---------------|------------------------------|-------------------------------|
| AmeriHealth Caritas Delaware | 77799 | 7746 | 7507 |
| AmeriHealth Caritas District of Columbia | 77002 | 6441 | 5670 |
| AmeriHealth Caritas Louisiana | 27357 | 6156 | 4638 |
| AmeriHealth Caritas New Hampshire | 87716 | 8238 | 2090 |
| AmeriHealth Caritas Next, a Product of AmeriHealth Caritas Florida | 45408 | 9427 | 7044 |
| AmeriHealth Caritas Next, a Product of AmeriHealth Caritas North Carolina | 83148 | 9192 | 6038 |
| AmeriHealth Caritas Next, a Product of AmeriHealth Caritas VIP Next | 47073 | 9426 | 7043 |
| AmeriHealth Caritas North Carolina | 81671 | 8859 | 4083 |
| AmeriHealth Caritas Ohio | 35374 | 9428 | 7045 |
| AmeriHealthCaritasVIPCare/PACommunityHealthChoices | 77062 | 1268 | 6501 |
| AmeriHealth Caritas Pennsylvania | 22248 | 1710 | 4547 |
| AmeriHealth Caritas VIP Care – Delaware DSNP | 87406 | 9484 | 7081 |
| AmeriHealth Caritas VIP Care – Florida DSNP | 88232 | 9485 | 7082 |
| AmeriHealth Caritas VIP Care Plus (Michigan) | 77013 | 7212 | 8656 |
| Blue Cross Complete of Michigan | 32002 | 7409 | 5096 |
| First Choice By Select Health of South Carolina | 23285 | 2890 | 7544 |
| First Choice Next South Carolina, a product of Select Health of South Carolina | 57103 | 9425 | 7042 |

| Plan Name | Plan Payer ID | CPID for Professional Claims | CPID for Institutional Claims |
|---------------------------------------------------------------------|---------------|------------------------------|-------------------------------|
| First Choice VIP Care (SC DSNP), by Select Health of South Carolina | 32456 | 9248 | 6087 |
| First Choice VIP Care Plus – SC, by Select Health of South Carolina | 77009 | 7193 | 8631 |
| Keystone First | 23284 | 8475 | 6531 |
| Keystone First Community HealthChoices | 42344 | 8121 | 1093 |
| Keystone First VIP Choice | 77741 | 6751 | 6649 |
| PerformCare | 65391 | 6183 | 4657 |

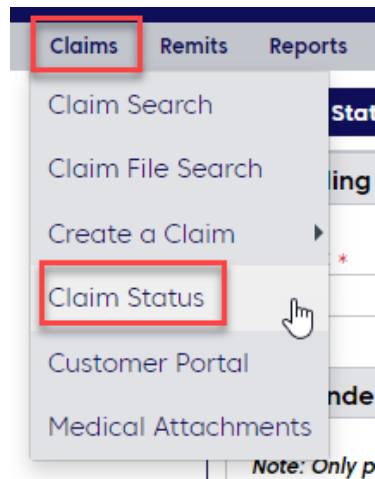
Forms for Submitting Transactions

The Professional (1500) and Institutional (UB-04) claim forms are found by accessing the ConnectCenter **Claims** menu. Hover over **Create a Claim** to select **Professional** or **Institutional**.

Use the Online Help to guide you through the use of the forms.

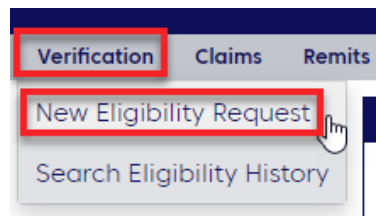


Claim Status form is found in the ConnectCenter **Claims** menu.



Eligibility form is found in the Verification menu.

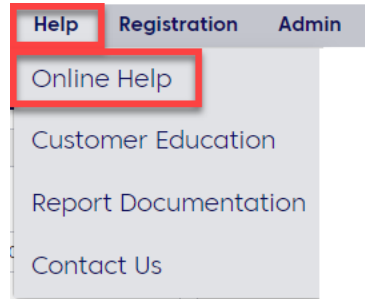
Use the Online Help to guide you through the use of the forms.



Online Help

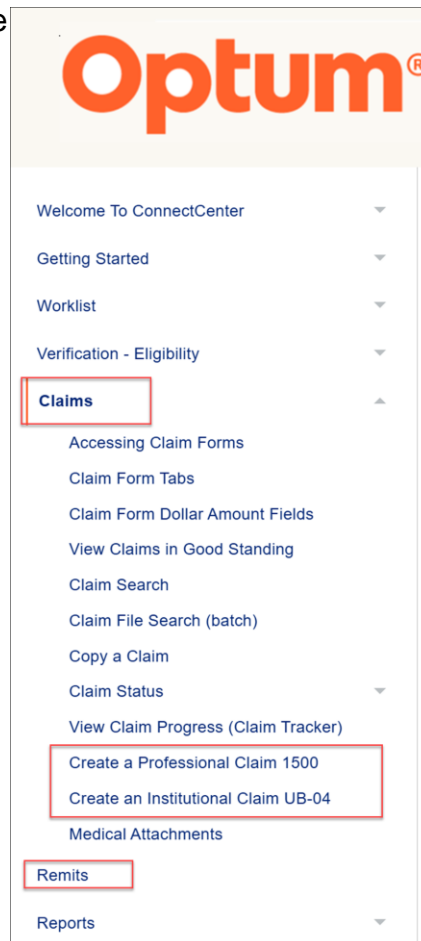
Online Help is available to guide you through populating and submitting claims, claim status, and eligibility transactions.

Go to the ConnectCenter Help menu and select Online Help.



Expand the Verification – Eligibility or Claims menu and select the appropriate Help topic.

Remits will provide instruction on searching for remittance files.



Guide Links:

| | |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setup | Getting Started with Sign Up and User Management_AHC Getting Started with Provider Management |
| Claims | Getting Started with Claims ConnectCenter Keying A Claim in CC - Institutional - AHC Keying A Claim in CC - Professional - AHC Uploading A Claim - AHC |
| Remits | AmeriHealth - Getting Started with Enrollment Central AmeriHealth - Getting Started with Remits ConnectCenter |
| Eligibility | Getting Started with Eligibility ConnectCenter |
| Claim Status | Getting Started with Claim Status ConnectCenter_AHC |

Support Links:

| ConnectCenter Support | Contact Info |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Registrations/ Payer Enrollments | 1-(800) 527-8133 (option 1) EDIEnrollmentSupport@Optum.com |
| Claims, Remit or Claim Status Transactions | 1-(800) 527-8133 (option 2) AssuranceEDI.Support@Optum.com |
| Eligibility, Authorization and Referral Transactions | 1-(800) 527-8133 (option 3, option 1) ClearanceEDI.Support@Optum.com |