

# AmeriHealth Caritas – Provider Sign-Up and User Management

### Contents

Sign Up	
Steps to Sign-Up	4
Step 1 – Provider Information	4
Step 2 – User Setup	6
Step 3 – Legal Terms:	7
Step 4 – Account Setup:	7
Step 5 – Summary	9
Special Note for Providers Using Remittance	10
User Management	
Administrative Users	11
User Information Tab	11
Access Features Tab	12
Create a User	12

### Sign Up

Welcome to ConnectCenter. Before submitting transactions, you will need to complete the sign-up process. The sign-up process will create:

- Your ConnectCenter user account
- A "submitter" account through which you and your co-workers can share information in ConnectCenter. You will use User Management in ConnectCenter to create additional user accounts for your colleagues.
- A provider record for use in claims or status inquiries. If your office or facility has multiple providers, you will have the opportunity to add more later, via the Provider Management feature.

Submitter ID is an important number that uniquely identifies your office. Because you will need it when contacting customer support, it will always be displayed at the top of the ConnectCenter window, after you login.

**Please do not use Sign-Up more than once**. Additional users and additional providers should be added **after** your initial use of Sign-Up and after you log into ConnectCenter.

Note: there are two exceptions to the one-time use policy for Sign-Up:

- Providers who are sponsored for use in ConnectCenter by more than one Insurance company will need separate submitter accounts for each insurer. While multiple plans available from the same insurance company or family of companies can be accessed from a single submitter, access to plans from unrelated insurance companies will require separate ConnectCenter submitter accounts.
- If you have some staff that support one group of providers and other staff that support different providers *and* you wish to keep these groups from having access to one another's claims, you will need separate submitters for each group. Each group must also have a unique NPI or atypical ID.

Signing up for ConnectCenter is easy. To begin the process, simply access: <a href="https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214629">https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214629</a>.

#### **Steps to Sign-Up**

#### **Step 1 – Provider Information**

Begin by identifying your medical practice or service provider by using the primary NPI

for the provider. If you do not have an NPI, then you must supply the Atypical Provider ID assigned to your organization by the payer or plan sponsoring your use of ConnectCenter. An atypical provider ID may be a state issued provider ID, such as a Medicaid ID, or similar payer assigned provider ID.

Provide your Vendor Code 🗸				
rovider Information				
IPI is required for providers that ha ' you bill for multiple providers you to not repeat the Sign Up process f	ve an NPI. If you do should enter additi or your additional u	not have an NPI you n onal provider informat isers or providers.	nust enter your payer ass ion in Provider Managem	igned Atypical Provider ID. Ient after your account is created.
NPI	Atypic	al Provider ID		
Provider Last Name/Org Name *	Tax ID	*		
Provider First Name	Taxon	omy		
Provider Middle Name				
Provider Prefix				
Provider Suffix				

If you enter an NPI, the application will retrieve data associated with your NPI from the National Provider registry and prefill many of the remaining fields required in the Sign-Up application. Please correct any pre-filled information that you find to be inaccurate.

Please note that your NPI, Tax ID and/or Atypical Provider ID will be compared to existing ConnectCenter records to prohibit the creation of duplicate accounts. If your provider already has a ConnectCenter account for the same insurance company you have currently identified as a sponsor, you should use your original account and not create a new one. If you need to add additional users to the previously created account, please see the instructions at the end of this guide, in the User Management section.

All information entered at Sign-Up will be saved for later use in submitting claims or other transactions. Consequently, it is highly recommended that optional fields, such as Taxonomy, be completed.

red
3

#### Step 2 – User Setup

On the User Setup page, complete all required fields, indicated by \*.

Provide your Vendor Code 🗸 🛛 User Setup				
Jser Information	Security	$\searrow$		
User ID *	Security Questic	n *		
First Name *	Security Answe	er *		
Last Name *	A temporary passwo provided after the re	rd will be mailed to the gistration has been cor	email npleted. You	
Email *	will be required to ch login.	nange your password up	oon initial	
Phone Number *				
			N	EXT

Field	Notes
User ID	<ul> <li>Minimum of 5 characters, maximum of 15 characters</li> </ul>
	<ul> <li>Character types allowed: alpha, numeric, underscores and dashes</li> </ul>
	<ul> <li>Must contain at least one alpha character</li> </ul>
	<ul> <li>Is not case sensitive (In other words, a user who creates an ID of JOHNDOE will be able to login by entering johndoe on the login screen.)</li> </ul>
First Name	Maximum of 30 characters
Last Name	Maximum of 30 characters
Email	Must be a valid email address
Phone Number	<ul> <li>No dashes or other punctuation allowed</li> </ul>
Security Question	<ul> <li>Create your own security questions for use in resetting forgotten passwords</li> </ul>
Security Answer	Provide the answer to your question

A temporary password will be emailed to you after the registration process has been completed. You will be required to reset your password upon initial login to the website

#### **Step 3 – Legal Terms:**

On the **Legal Terms** page, read the terms and conditions for using ConnectCenter. If you agree with the terms and conditions, click 'Yes, I agree to these terms and conditions.' Please note that although these terms contain provisions for payment and price increases, the sponsoring payer has agreed to be responsible for all charges arising from your use of this ConnectCenter account.

#### Step 4 – Account Setup:

On the Account Setup page, please provide basic information about your organization. All fields are required and must be completed except for Address Line 2 and fax.

Provide your Vendor Code 🗸 🛛 U	Jser Setup 🗸 🛛 Legal Terms 🗸	Account Setup	Summary	
Organization Address	Contact Informat	ion		
Organization Name *	Contact Person F	irst Name *		
Address Line 1 *	Contact Person L	.ast Name *		
Address Line 2	Prim	ary Phone *		
City *	Pr	imary Fax *		
State *	~	Email *		
Zipcode *				
			CANCEL	SUBMIT

Field	Notes
Organization	Maximum 50 characters
Name	<ul> <li>Allowed character types: alpha, numeric and space characters only; no other characters allowed.</li> </ul>
Address Line 1	Maximum of 50 characters
Address Line 2	Optional
	Maximum of 50 characters
City	Maximum of 30 characters



Field	Notes
State	2-character state code
Zip Code	<ul> <li>No Dashes or other punctuation</li> </ul>
Contact Person	Maximum of 24 characters
First Name	<ul> <li>Allowed character types: alpha, numeric and space characters only; no other characters allowed</li> </ul>
	<ul> <li>May default from your name or NPPES contact</li> </ul>
Contact Person	Maximum of 24 characters
Last Name	<ul> <li>Allowed character types: alpha, numeric and space characters only; no other characters allowed</li> </ul>
	<ul> <li>May default from your name or NPPES contact</li> </ul>
Primary Phone	<ul> <li>No Dashes or other punctuation</li> </ul>
	<ul> <li>May default from user phone or NPPES contact</li> </ul>
Primary Fax	<ul> <li>No Dashes or other punctuation</li> </ul>
Email	<ul> <li>Maximum of 100 characters, required</li> </ul>
	<ul> <li>May default from your email</li> </ul>

### Step 5 – Summary

On the **Summary** page review each of the critical values displayed:

- Submitter ID Take note of this ConnectCenter generated ID, as it will be needed to identify your practice or facility in the future.
- Biller ID, This code is the ConnectCenter identifier for the payer sponsoring your use of ConnectCenter. We recommend you record it for future use. If you intend to upload 837 claims batch files, Biller ID will need to be included in your claim headers (See Uploading A Claim for details.)
- Submitter Name Validate that your organization name has been correctly captured.
- User ID- You must use this credential to login to Connect Center.
- Features selected All features identified will be available for your use.

Click 'DONE' when finished.

Two confirmation emails will be sent:

- ConnectCenter Welcome email with new account information, sent from ConnectCenter@Optum.com
- Temporary password email to use with the User ID created during the registration process above, sent from EDIEnrollmentSupport@Optum.com

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 (customercare.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.

Once you've reset your password, you may begin submitting eligibility and claim status transactions immediately (providing the payer supports these features).

Please note that claims submitters must wait one business day after registration to begin submitting claims.

### **Special Note for Providers Using Remittance**

To view remittance in ConnectCenter you must enroll your provider with the payer so that remittance is directed to ConnectCenter.

Please see 'Getting Started with Enrollment Central' for step by step instructions to enroll in remittance for ConnectCenter. If remittance transactions are not sponsored by your payer, Enrollment Central is not needed and may not be displayed to you.

### **User Management**

After logging in to ConnectCenter, User Management can be accessed from the Admin menu.

User Manag	ement			▶ <u>Live Chat</u> ?
CREATE				Download CSV
User ID	First Name	Last Name	Email Address	Active
Filter by User ID	Filter by First Name	Filter by Last Name	Filter by Email Address	Filter by Active
claire	Claire	Abbott	c.abbott@highcore.com	Active 🔷
tome89	Tom	Edwards	thomas.edwards@gmail.com	Active
jhicks	Jay	Hicks	jhicks@thomaston.com	Active
fredM18	Fred	Monclaire	f.montclaire@yahoo.com	Active
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			

User Management allows you to:

- Create additional users
- Review a list of your users, including the status of each user account.
- Edit account information including deactivating and reactivating users
- Download a list of your users. The .CSV file includes the user ID, first name, last name, e-mail address, and status.

#### Administrative Users

- The initial user created during the Sign-Up process will be given the Administrative role.
- Administrators can add or remove Access Features for any users associated with their account, apart from their own account. Note that all users should have a minimum of one function assigned to them. Changing assigned features is disabled when you are viewing your own user account.

#### **User Information Tab**

On the User Information Tab you can add or update information about the user such as the name or email. Administrators can also set the account as Active, add security information, and indicate the User Type.

### **Access Features Tab**

Select the contracted items the user can access. Enrollments is the only option selected

by default. Use the Select All check box to choose all available features with a single click. Items are disabled if not available to your account.

Selections made on this tab will determine whether other users in your account are administrators or not.

Create User	
USER INFORMATION ACCESS FEATURES	ALERTS AND NOTIFICATIONS
Access Features Access Level Submitter	
Select All	Credential Management
Administration	Eligibility
Claims Management	🖉 Enrollments
Appeal A Claim	Interactive Customer Support
Create A Claim	Create/View Support Ticket
Claim Attachments	Online Chat
Edit A Claim	Mailbox
Research Tools	
Search For A Claim	Analytics
Search For A Claim File	Patient Financial Insight Compliance Tool
Search For A Remit	Sales Toolkit
Search For A Report	
Requeue A Report	
Requeue A Remit	
	CANCEL CREATE USER

#### **Create a User**

Follow these steps to add a new user account:

- 1. From the **Admin** menu, select **User Management**, click the **Create** button to display the **Create User** page:
- 2. In the **User Information** tab, enter the user's name, contact information and security details.
  - User ID: The minimum required length is five characters; the maximum is fifteen.
  - Phone Number: Use numbers only. Do not include hyphens, parentheses, or slashes.

USER INFORMATION	ACCESS FEATURES	ALERTS AND NOTIFICATIONS	
User Information User ID *	Sec Pas	urity sword *	User Type     Business Partner Customer User
First Name *	Cor	firm Password *	Business Partner User
Last Name *	Sec	urity Question *	
Email *	Sec	urity Answer *	
Phone Number *			
Active			

- Password:
  - The minimum required length is eight characters. Spaces are not allowed.
  - Must include at least one upper-case letter, one lower-case letter, one number, and one special character.
  - Special characters: ! @ # \$ % ^ & \*
- Select appropriate items in the Access Features tab. Elections made on this tab will determine what a user can access. For example, the Administration option determined whether or not a user has complete access to all of the User Management features described in this guide.
- 4. In the Alerts and Notifications tab, select the Related Topics for each area in which the new user needs notices and alerts from Optum. Use the Select All check box to choose all with a single click. By opting in for alerts users will receive advance notification of system maintenance or new feature releases.
- 5. Click Create User when finished. The User Management screen will re-display.