Optum

AmeriHealth Caritas

District of Columbia

AmeriHealth Caritas and ConnectCenter

Contents

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.

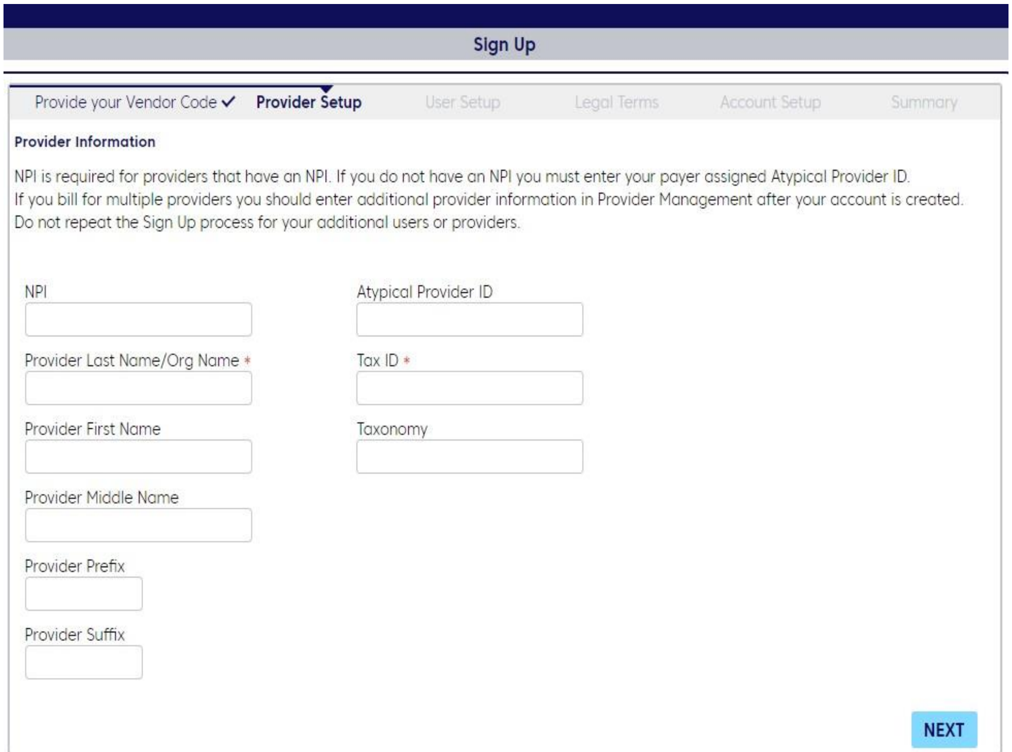
If there are any issues with the registration process below, reference the support information at the end of the document for further assistance.

Registering Payer-Sponsored Providers on ConnectCenter

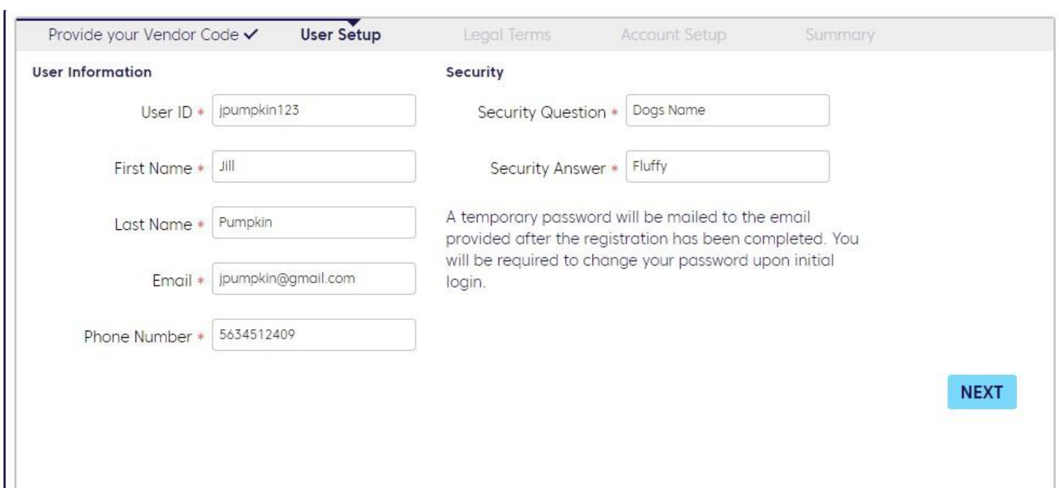
Go to:
https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214629

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**.



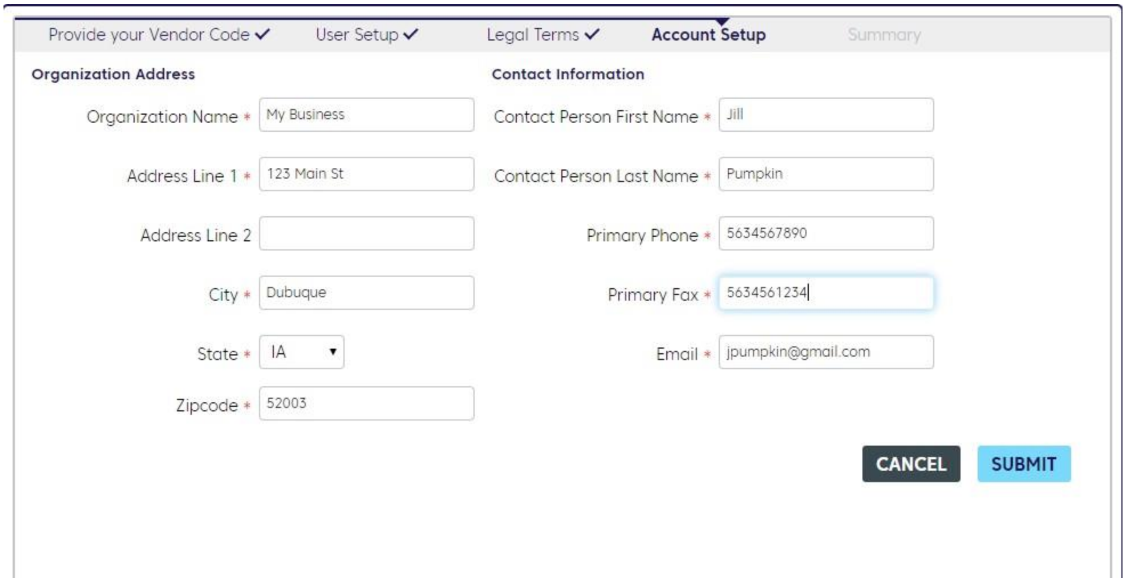
Complete all required fields on the **User Setup** screen, indicated by *, and click **NEXT**.



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.



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 (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.

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

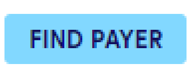
Go to https://physician.connectcenter.changehealthcare.com

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.



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

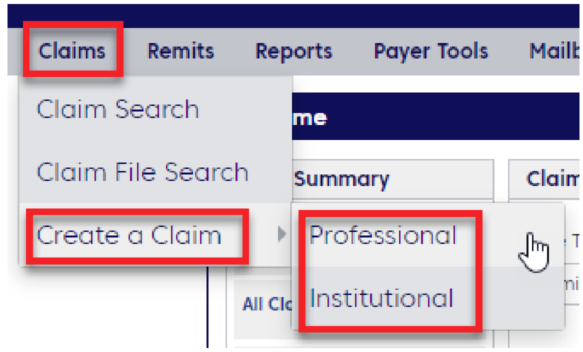
Plan Name	Plan Payer ID	CPID for Professional Claims	CPID for Institutional Claims
AmeriHealth Caritas Delaware	77799	7746	7507
AmeriHealth Caritas District of Columbia	77002	6441	5670
AmeriHealth Caritas Louisiana	27357	6156	4638
AmeriHealth Caritas New Hampshire	87716	8238	2090
AmeriHealth Caritas 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

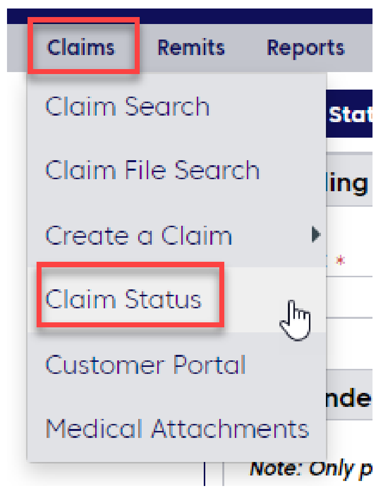
Forms for Submitting Transactions

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.

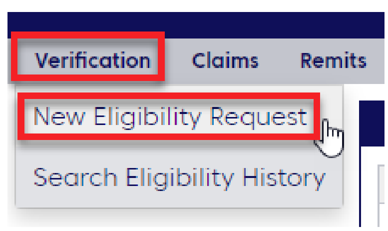


Claim Status form is found in the ConnectCenter **Claims** menu.



Eligibility form is found in the Verification menu.

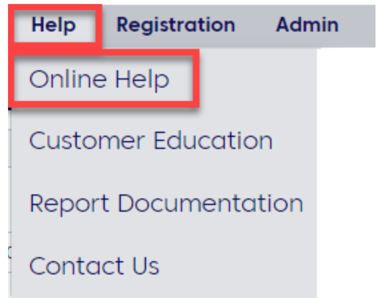
Use the Online Help to guide you through the use of the forms.



Online Help

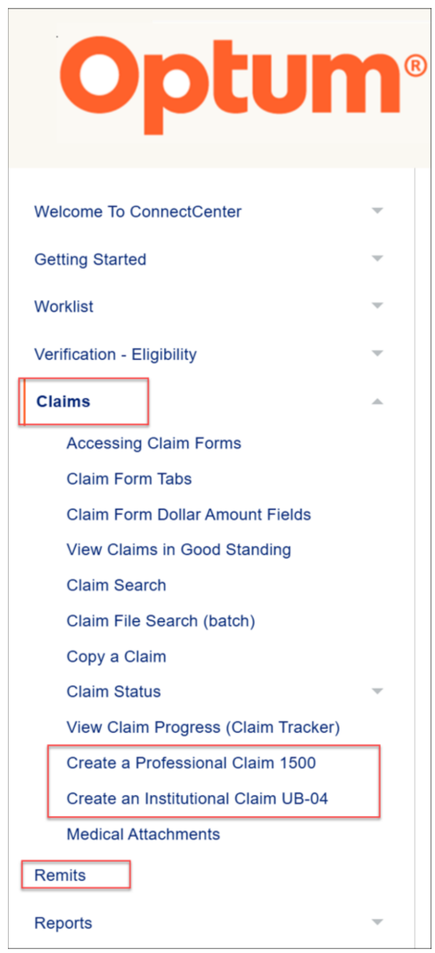
Online Help is available to guide you through populating and submitting claims, claim status, and eligibility transactions.

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