

Provider Sign-Up – Getting Started

Welcome to ConnectCenter.

Before submitting transactions to Change Healthcare you will need to complete the sign-up process. The sign-up process will create your submitter id for ConnectCenter. Because submitter ID is an important identifier that will be needed anytime you contact customer support, it will always be displayed at the top of the ConnectCenter window, after you login.

Signing up for ConnectCenter is easy. To begin the process, simply access the custom URL assigned to Aetna Better Health of Michigan and Aetna Better Health Premier Plan: <https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214563>

Steps to sign up:

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Step 1 – Select the Features

The list of features displayed in the first step depends on what your sponsoring payer has elected to offer.

To select the features you wish to use, click the radio button next to the “**\$0.00 per Prover per Month**” label, for any transaction that is of interest. Select the radio button for Not Applicable (NA), for any feature you do not need.

As indicated by the \$0.00 price, each of these features is completely free to you. Note that the disclaimer at the bottom of this page does not apply to you. Paper claims will not be sent.

Provide your Vendor Code		User Setup	Legal Terms	Account Setup	Summary
Vendor Code:	<input type="text"/>	<input type="button" value="APPLY"/>	Test Payer		
Features	More Information	Payment Terms			
Claims		<input type="radio"/> \$0.00 per Provider per Month	<input type="radio"/> NA		
Claim Status		<input type="radio"/> \$0.00 per Provider per Month	<input type="radio"/> NA		
Eligibility		<input type="radio"/> \$0.00 per Provider per Month	<input type="radio"/> NA		
Remittance		<input type="radio"/> \$0.00 per Provider per Month	<input type="radio"/> NA		
					<input type="button" value="NEXT"/>
<small>Disclaimer: Claim fees listed above are for those processed electronically to the payer. Claims that have errors that would cause rejection at the payer are formatted, printed and sent to the payer via US standard mail. These claims will be billed at .36 per transaction.</small>					

Step 2 – User Setup

On the User Setup page, complete the information needed to set up your user id. All fields on this page are required.

Provide your Vendor Code ✓ **User Setup** Legal Terms Account Setup Summary

User Information

User ID *

First Name *

Last Name *

Email *

Phone Number *

Security

Security Question *

Security Answer *

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.

NEXT

- User ID
 - Minimum of 5 characters, maximum of 15 characters
 - Character types allowed: alpha, numeric, underscores and dashes
 - Must contain at least one alpha character
 - 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.)
- First Name
 - Maximum of 30 characters
- Last Name
 - Maximum of 30 characters
- Email
 - You must use a valid email address as you will not be able to login unless we can email you your temporary password.
- Phone Number
 - No Dashes or other punctuation marks
- Security Question
- Security Answer

A temporary password will be mailed 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.

TO use the services, you must:

Yes, I agree to these terms and conditions.

Next

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 the basic information about your organization. Except for Address Line 2, all fields are required and must be completed.

Provide your Vendor Code ✓ User Setup ✓ Legal Terms ✓ **Account Setup** Summary

Organization Address

Organization Name * My Business

Address Line 1 * 123 Main St

Address Line 2

City * Dubuque

State * IA

Zipcode * 52003

Contact Information

Contact Person First Name * Jill

Contact Person Last Name * Pumpkin

Primary Phone * 5634567890

Primary Fax * 5634561234

Email * jpumpkin@gmail.com

CANCEL SUBMIT

- Organization Name
 - Maximum 50 characters
 - Allowed character types: alpha, numeric and space characters only

- Address Line 1, Address Line 2
 - Maximum of 50 characters (each)
- City
 - Maximum of 30 characters
- State
- Zip Code
- Contact Person First Name, Contact Person Last Name
 - Maximum of 24 characters (each)
 - Allowed character types: alpha, numeric and space characters only; no other characters allowed
- Primary Phone
 - No Dashes or other punctuation
- Primary Fax
 - No Dashes or other punctuation
 - If your organization does not have a fax number, you can provide a false number as long it follows the phone number format
- Email
 - Must be a valid email address. May be the same or different from the previously provided email address.

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.
- 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 – Validate that all features you wish to use have been selected.

Click 'DONE' when finished.

You will receive TWO emails from Change Healthcare. One containing the Welcome

letter and the second containing your temporary password. Using the password from the second email, you must login to ConnectCenter and choose a permanent password.

Please allow up to an hour for these emails to arrive in your inbox.

- 📧 Your temporary password will be sent from DBQTSHENROLLMENTS@CHANGEHEALTHCARE.COM. A welcome message confirming your account configuration will be sent from connectCenter. If either message fails to arrive within an hour, please check your spam and junk folders prior to reaching out to Change Healthcare.

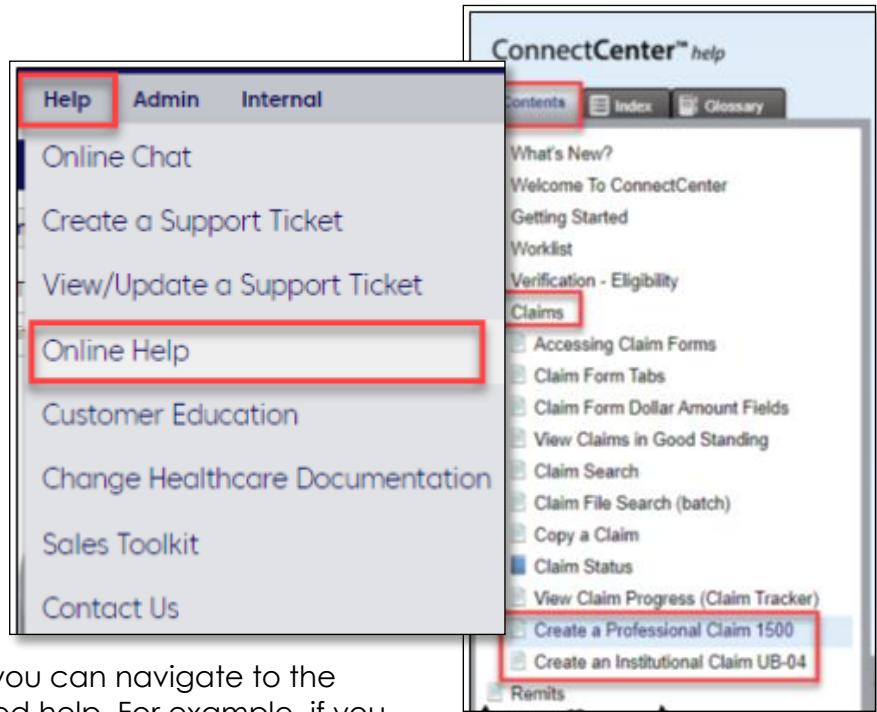
Once you've reset your password, you may begin submitting eligibility and claim status transactions immediately (providing that the payer supports these features and you've elected to use them).

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

Getting Help While Using Connect Center

Once logged in to ConnectCenter, Online Help is available to guide you through populating and submitting claims online.

Go to the ConnectCenter **Help** menu and select **Online Help**.



Once Online Help opens, you can navigate to the feature with which you need help. For example, if you have a question about creating a claim, you would open the Claims topic and then select **Create a Professional Claim 1500** or **Create an Institutional Claim UB-04**.

In addition to online help, additional Getting Started guides, like this one, are available on most other key features in Connect Center. The downloadable Getting Started guides may, in some cases, contain details not available in Online Help such as:

- Vendor or Payer IDs associated with your account
- Explanation of the differences between the way something works in Connect Center and the way a similar feature worked in Emdeon Office.