

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 Virginia and Aetna Better Health of Virginia (HMO D-SNP): <https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214557>

Steps to sign up:

[Step 1 – Select the Features](#)

[Step 2 – User Setup](#)

[Step 3 – Legal Terms](#)

[Step 4 – Account Setup](#)

[Step 5 - Summary](#)

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:

APPLY

Test Payer

Features	More Information	Payment Terms
Claims		☐ \$0.00 per Provider per Month ☐ NA
Claim Status		☐ \$0.00 per Provider per Month ☐ NA
Eligibility		☐ \$0.00 per Provider per Month ☐ NA
Remittance		☐ \$0.00 per Provider per Month ☐ NA

NEXT

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.

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.

- 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
- 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. 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. All fields are required and must be completed except for Address Line 2.

- Organization Name
 - Maximum 50 characters
 - Allowed character types: alpha, numeric and space characters only
- Address Line 1
 - Maximum of 50 characters
- Address Line 2
 - Maximum of 50 characters
- City
 - Maximum of 30 characters
- State
- Zip Code
- Contact Person First Name
 - Maximum of 24 characters

- Allowed character types: alpha, numeric and space characters only; no other characters allowed
- Contact Person Last Name
 - Maximum of 24 characters
 - 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

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.