CONNECTCENTER

PROVIDER MANAGEMENT

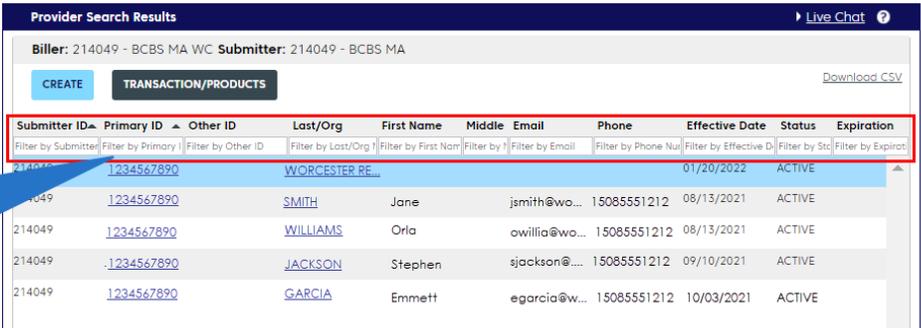|	
INTRODUCTION	ConnectCenter™ is an eTool for real-time transactions and professional claim submission. It is a product of Change Healthcare (CHC). The Provider Management area in ConnectCenter allows you to create provider records that you can use throughout the application. These records will save you time in everything you do in ConnectCenter, from simple eligibility inquiries to complex claims. To maximize your efficiency, we also strongly recommend creating provider defaults. All users can create their own defaults. Read our Quick Start guide for more about ConnectCenter.
BEFORE YOU BEGIN	It is very important that you do not create duplicate provider records. Before adding a new record, review your list of providers in Provider Management. **Note:** If you entered claims using Online Services, Change Healthcare transferred your provider information to ConnectCenter. Please review these records before using them in transactions or claims. To create or edit provider records, enter ConnectCenter and go to **Admin>Provider Management**.
SEARCHING	Search your provider records to: - Confirm that you have not already created a record for a certain provider - Review or edit a provider's details You can search your provider records using the filters below the column headings. To search by NPI, use the field below the **Primary ID** column heading.

Click the provider's NPI or name to open their record.

CREATING A RECORD

To create a provider record, go to **Admin>Provider Management** and click the **Create** button.

The **Create Provider** screen appears. You will be prompted to enter an ID number (see below). Enter the provider's NPI and **hit the Tab key** on your keyboard.

⚠ Only the Tab key will check the NPI provided against the National Plan and Provider Enumeration System (NPPES).

> 🔆 If the NPI is found in the NPPES registry, data from the registry will be populated into ConnectCenter.
>
> ⚠ If the data from the registry is out-of-date, you can and should correct it.

Correct or manually enter as many provider details as you can.

Tax ID and Taxonomy Codes are entered here

The option you select from the Entity menu will determine if the Group ID box can be checked off

Select "Non-physician" from this menu to make the First Name field optional.

🔆 If you will be using ConnectCenter to submit professional claims, be sure to enter all of the provider details (such as Tax ID) that you will need in your claim.

Click the **Submit** button to save your record.

CREATING PROVIDER DEFAULTS

To have provider information appear on transaction and claims screens automatically, create provider defaults. You can choose defaults for three types of fields:
- The default **Requesting Provider** will appear on real-time transaction (non-claim submission) screens.
- The default **Billing Provider** and the default **Rendering/Performing Provider** will appear on the 1500 claim form.

You can set defaults in your **Provider Management** or in the **Select a Provider** screen.

PROVIDER MANAGEMENT

To set defaults in Provider Management, search for the provider you would like to set as a default. Click the provider's name to open their record, and then click a check box in the "Set Provider As Default" area.

3

Your default **Requesting Provider** should be the provider identified on the claim as receiving payment. If you are submitting claims through ConnectCenter, your default Requesting Provider should also be your default Billing Provider (that is, the top two check boxes are both checked).

THE SELECT A PROVIDER SCREEN

Alternatively, you can set a default provider in the **Select a Provider** screen.

To select a default Requesting Provider for real-time transactions, go to **Verification>New Eligibility Request** and click the **Find Provider** button. Select a default in the right-hand column.


If you will be using ConnectCenter to submit claims, we recommend setting your default Billing Provider and Rendering Provider in the **Claim Details** tab (the second tab) of a new claim form.

- You can open a new claim form by going to **Claims>Create a Claim> Professional**.

Click the **Collapse All** option. Go to the **Billing Provider** section, click **Find Provider**, and select a default. Repeat the process for **Rendering Provider**. (This is not necessary if you set your defaults in the Provider Management area.)
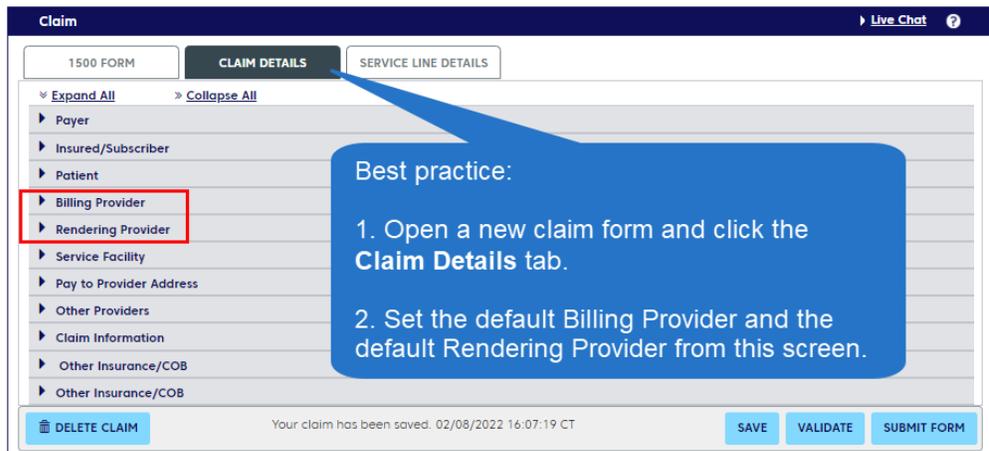
You can change your defaults at any time.

USING PROVIDER RECORDS

If you elect not to create provider defaults or if you need to override your default, you can use the **Find Provider** button or the **+** button (on the 1500 claim form) to open the **Select a Provider** screen.

- The **+** button appears near provider fields when space is limited:

You can also complete provider fields by manually entering the data.

RELATED RESOURCES

More resources are available on our ConnectCenter page. For additional help, contact Change Healthcare's ConnectCenter support at **1-800-527-8133**.

- Select **option 2** for claims or claim status.
- Select **option 4** for eligibility.

Within the ConnectCenter application, you can request help by going to **Help>Create a Support Ticket**.

For help with Provider Central, please contact Blue Cross Blue Shield's EDI/Provider Self-Service Support Team at providercentral@bcbsma.com or **1-800-771-4097, option 2**.

DOCUMENT HISTORY

04/15/2022	New document.
6/23/2022	Added section about the default Requesting Provider also being the default Billing Provider.