

# 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.

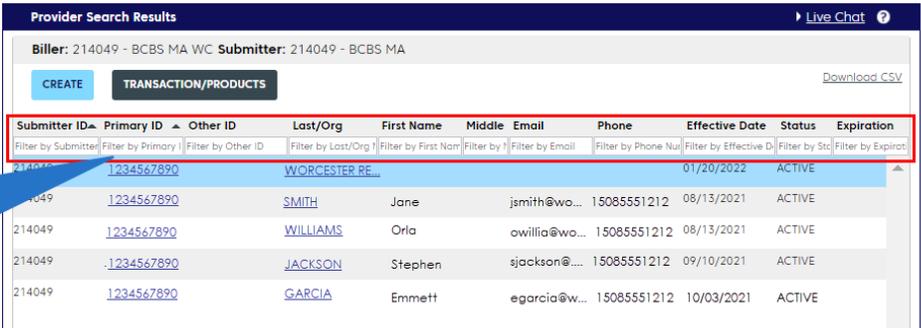
To create or edit provider records, enter ConnectCenter and go to **Admin>Provider Management**.

## 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.



**Provider Search Results** Live Chat

Billers: 214049 - BCBS MA WC Submitter: 214049 - BCBS MA

CREATE TRANSACTION/PRODUCTS Download CSV

Submitter ID	Primary ID	Other ID	Last/Org	First Name	Middle	Email	Phone	Effective Date	Status	Expiration
214049	<a href="#">1234567890</a>		WORCESTER RE...					01/20/2022	ACTIVE	
214049	<a href="#">1234567890</a>		SMITH	Jane		jsmith@wo...	15085551212	08/13/2021	ACTIVE	
214049	<a href="#">1234567890</a>		WILLIAMS	Orla		owillia@wo...	15085551212	08/13/2021	ACTIVE	
214049	<a href="#">1234567890</a>		JACKSON	Stephen		sjackson@...	15085551212	09/10/2021	ACTIVE	
214049	<a href="#">1234567890</a>		GARCIA	Emmett		egarcia@w...	15085551212	10/03/2021	ACTIVE	

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.

Provider Search Results Live Chat ?

Biller: 214049 - BCBS MA WC Submitter: 214049 - BCBS MA

**CREATE** TRANSACTION/PRODUCTS [Download CSV](#)

Submitter ID	Primary ID	Other ID	Last/Org	First Name	Middle	Email	Phone	Effective Date	Status	Expiration
Filter by Submitter	Filter by Primary	Filter by Other ID	Filter by Last/Org	Filter by First Name	Filter by Middle	Filter by Email	Filter by Phone Num	Filter by Effective D	Filter by Sta	Filter by Expirat

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.

Provider Search Results ... **Create Provider** Live Chat ?

**PROVIDER**

**Submitter Information**

Biller: 214049 - BCBS MA WC

Submitter: [Dropdown]

Registration ID: [Dropdown]

**Other Demographic Information**

Tax ID: [Text]

Primary Taxonomy Code: [Text]

Mailing Address: [Text]

**Alternate Provider IDs**

Provider ID	Type	Group
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**Provider Demographic Information**

ID Type: NPI

ID: [Text]

Entity: Provider

Group ID

Type: Physician

Last/Org Name: [Text]

City: [Text]

**Activation**

Effective Date: [Text]

Enter the NPI and hit the **Tab** key on your keyboard (not the Enter/Return key) to search for the NPI in the national registry.

If data is then populated, check the data to make sure it is still accurate.

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

Provider Search Results ... **Create Provider** ▶ Live Chat ?

**PROVIDER**

**Submitter Information**

Billers  
214049 - BCBS MA WC

Submitter

Registration ID

**Provider Demographic Information**

ID Type \*

NPI

ID \*

Entity \*  
Lab

Group ID

Type \*  
Physician

Last/Org Name \*

First Name

**Other Demographic Information**

Tax ID

Primary Taxonomy Code

Mailing Address

City

State

Physical Address  Same as Mailing

HIS ID

City

02/08/2022

State Zip

**Alternate Provider IDs**

Provider ID	Type	Group

ID Type

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.

First Name \*  
ADAM

Middle Name

Title

Prefix Suffix

State MA Zip 01107-1192

De-Activate

De-activate Reason

Expiration Date mm/dd/yyyy

**Set Provider As Default**

Requesting Provider

Billing Provider

Rendering / Performing Provider

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 screenshot shows a form for managing a provider. A blue callout box with a white border and a pointer to the 'Set Provider As Default' section contains the text: "Your default Requesting Provider should be the provider identified on the claim as receiving payment." The form includes fields for Entity, State (MA), Zip, Physical Address, City, State, Zip, Title, Prefix, Suffix, and checkboxes for 'Group ID', 'Some as Mailing', 'Requesting Provider', 'Billing Provider', and 'Rendering / Performing Provider'. There are also sections for 'Activation' (Effective Date: 05/08/2022) and 'De-activate' (Reason, Expiration Date).

## 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.

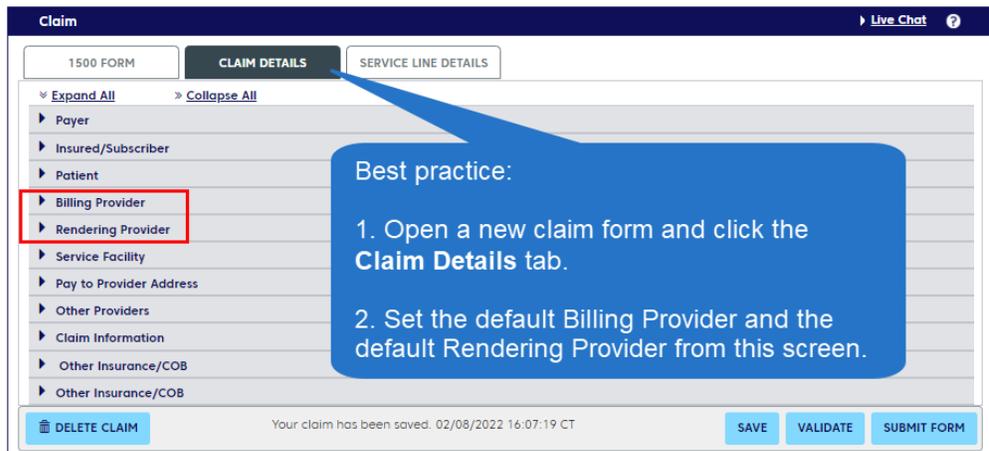
The screenshot shows the 'Select a Provider' screen with a table of providers. A blue callout box with a white border and a pointer to the 'Default' column contains the text: "Click a button here to set a provider as a default". The table has columns for Select, Primary Id, Last/Org Name, First Name, Tax ID, Taxonomy Code, Effective Date, Status, Expiration, and Default. The 'Default' column contains radio buttons.

Select	Primary Id	Last/Org Name	First Name	Tax ID	Taxonomy Code	Effective Date	Status	Expiration	Default
<input type="radio"/>					208000000X	05/13/2021	ACTIVE		<input type="radio"/>
<input type="radio"/>						01/21/2021	ACTIVE		<input checked="" type="radio"/>
<input type="radio"/>					152W00000X	01/20/2022	ACTIVE		<input type="radio"/>
<input type="radio"/>						10/21/2021	ACTIVE		<input type="radio"/>
<input type="radio"/>					103TC0700X	09/10/2021	ACTIVE		<input type="radio"/>

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](mailto: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.

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