Streamline Claims Processing with ConnectCenter

Change Healthcare helps empower your revenue cycle with a business management solution that enhances the management of claims processing. The **ConnectCenter** solution provides an efficient workflow to process claims with LA Care.

This solution ensures that a claim is paid quickly by applying current payer edits to each claim and providing the ability to identify and correct errors early in the process. Claims needing attention are identified in the Validation process to help speed submission and payment.

- HCFA 1500 and UB-04 claim forms are available.
- Claim Health Vitals and the Worklist enable you to easily track claims, with highlights where claims may be in trouble.

Register for ConnectCenter *for physicians*

ConnectCenter is a customer portal offering online claims and remittance management with Change Healthcare. Following are instructions for registering to the ConnectCenter portal.

Registering

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

Select **SIGN UP**:

Enter **214351** for L.A. Care **Vendor Code** and click **APPLY**.

Choose **$0.00 per Transaction** under Payment Terms and click **NEXT**.

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

Note: Once registration is complete, a temporary password will be sent to the email address provided on the User Setup screen. You will be required to change your password upon initial login.

Agree to Terms and Conditions and click **Next**.

Complete all required fields on the Account Setup screen, indicated by *, and click **SUBMIT**. Confirmation should be received within 24 hours, based on business days.

Find Payer for Submitting Transactions

When populating the forms outlined below, the correct payer must be provided to appropriately route the transaction. Selecting the **Find Payer** button will provide a search where you will enter one of the Payer IDs provided below.
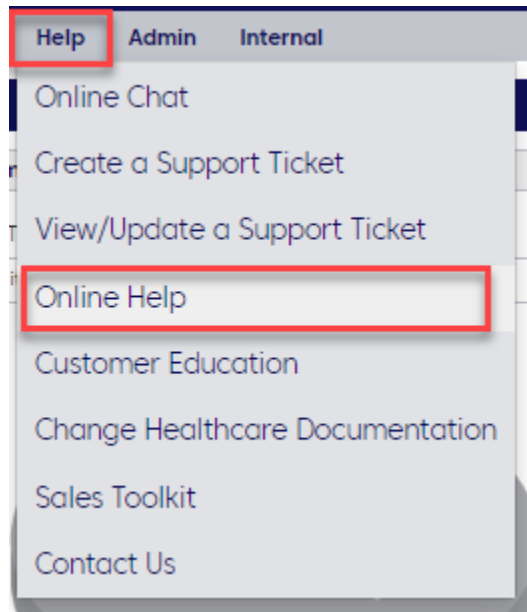

On the payer search screen, enter the following values in the **Payer ID** field dependent on the transaction type being submitted or enter **Payer Name** of **LA Care**.

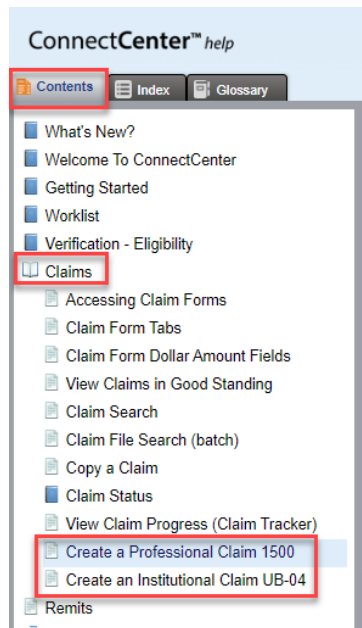| Transaction Type	Payer ID
Claims	5988 (Institutional), 6484 (Professional) These values, along with the payer name, may automatically populate on the form.
Claim Status	LACRE
Eligibility	LACRE

Create a Claim Online Help

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**.

Expand the **Claims** menu and select **Create a Professional Claim 1500** or **Create an Institutional Claim UB-04**.

Create a Claim Forms

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.