

To: AmeriHealth Caritas Louisiana Providers

Date: July 22, 2021

Subject: Changes Regarding Change Healthcare's ConnectCenter (Claims Management Portal)

Summary: Below is important information regarding your ConnectCenter Login.

Have you signed up for your ConnectCenter account yet?

Your ability to create new claims on [Emdeon Office/WebConnect](#) will be turned off on **8/3/2021**, with final account deactivation on **9/15/2021**.

If you have already signed up for ConnectCenter please disregard this message. If you have not yet signed up, click [here](#) to do so now! (Vendor Code - 214629)

Note: you do not need to setup a separate account for each user. Once setup, go to the Admin tab, then User Management to add any additional users as needed.

Your ability to create new claims on this website was scheduled to end on May 31st. It is important that you start using ConnectCenter immediately.

- To continue to the Office Home Page, click the "Proceed to Home Page" button at the bottom of this message.
- To learn more about ConnectCenter, please review the flash message titled "**Required Upgrade Alert: New Claims Management Portal**" - includes information on how to setup additional users in the Signing Up resource guide.
- To create a new ConnectCenter account, click [here](#) (but please do not create duplicates of previously requested accounts)
- If you wish to receive remits in ConnectCenter please follow the instructions provided in the "Getting Started" guides for Enrollment Central and Remits. If you have recently begun receiving remits through the Echo portal, or are considering doing so, enrolling for remits through ConnectCenter is not required. You have the option to view your ERAs in ConnectCenter, Echo or both.
- To begin using ConnectCenter, login

at: <https://physician.connectcenter.changehealthcare.com/#/site/home?payer=214629>.
(Be sure to bookmark this page!)

If you need assistance with your new ConnectCenter account – please contact the support team at 800-527-8133 Option #2.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.