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

Select SIGN UP:

Get Started!
You don’t have to wait any longer to realize the benefits of online claims and remittance management. Enroll and get started today!

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.

**FIND PAYER**

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.

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Payer ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims</td>
<td>5988 (Institutional), 6484 (Professional) These values, along with the payer name, may automatically populate on the form.</td>
</tr>
<tr>
<td>Claim Status</td>
<td>LACRE</td>
</tr>
<tr>
<td>Eligibility</td>
<td>LACRE</td>
</tr>
</tbody>
</table>

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**.

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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.