



To: AmeriHealth Caritas Next Providers

Date: July 26, 2024

Subject: Change Healthcare ConnectCenter™ Update

AmeriHealth Caritas Next is pleased to share Optum’s (formerly Change Healthcare) direct entry claims portal, ConnectCenter, became available for reconnection on July 15, 2024 **for providers with existing accounts.**

If you were registered with ConnectCenter prior to the security incident, you will access the portal in the same manner. It is not necessary to complete a new registration, and your username will remain the same.

To reconnect:

- Access the login page at via the **Claims submission** link in the NaviNet provider portal or via direct links: connectcenter.changehealthcare.com or physician.connectcenter.changehealthcare.com.
- Follow the instructions on the login page to reset your password and to set up the required multi-factor authentication.

For more information on available functionality, please review the release notes in the Product News section after signing into the ConnectCenter portal.

Please reference the contact information below to engage with Change Healthcare support services:

| Phone Number | Support Email Address | Support Services |
|--------------------------|--|---|
| 1-800-527-8133, option 7 | ConnectCenter_MFAsupport@optum.com | CC/EC MFA and User/Admin Access Assistance |
| 1-800-527-8133, option 1 | edienrollmentsupport@optum.com | EDI Provider/Submitter Registration and Payer Enrollment Assistance |

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| 800-527-8133, option 2 | AssuranceEDI.Support@optum.com | EDI Claim, Remittance and Claim Status Transaction Assistance |
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If you have other questions, you may contact **AmeriHealth Caritas Next** Provider Services at 1-855-266-0219.

We appreciate your partnership and patience as we work to re-establish services and will continue to share additional information as it becomes available.