

Provider Management – Getting Started

Provider Management allows you to create providers that can be used throughout the ConnectCenter application.

Providers keyed into Provider Management can be used when creating a claim, creating a new eligibility request or creating a claim status request.

From the **Admin** menu, select **Provider Management** to begin entering your providers in ConnectCenter

To create a provider, a minimum set of data elements are required. Required fields are marked with a red asterisk (*).

Steps to add a provider:

[Step 1 – Accessing the Create Functionality](#)

[Step 2 – Create Provider](#)

[Step 3 – Additional Provider Information](#)

[Step 4 – Setting Default Providers](#)

Step 1 – Accessing the Create Functionality

Provider Management is accessed on the Admin menu. The landing page offers a search which is typically not helpful. Most users should click the **Search** button on this screen without adding any search criteria.

If this is your first use of Provider Management, the application may display a message 'No providers found'. To add a new provider, click the **Create** button.

Submitter ID	Primary Id	Last/Org Name	First Name	Middle	Email	Phone	Effective Date	Status	Expiration
Filter by Submitter	Filter by Primary Id	Filter by Last/Org Name	Filter by First Name	Filter by Middle	Filter by Email	Filter by Phone Num	Filter by Effective Date	Filter by Status	Filter by Expiration

Other users will find the provider information they entered during the Sign-Up process is listed here. To review an existing provider, click either the Provider ID or the Provider Name.

Provider Search Results ▶ Live Chat ?

Bill: 214438 - Driscoll Health WC **Submitter:** 717915 - Change Healthcare

[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 Stc	Filter by Expirati
717915	1306838487	API-234234	CHIPPEWA V...	COAD			7158348471	10/20/2020	ACTIVE	
717915	ZXCZXCXZC		STARR COUN...	THALIA			9564875561	02/19/2021	ACTIVE	

Note: it is very important that you do not create a new provider entry that duplicates an existing entry. Therefore, prior to using “Create” you should carefully review the entire list of providers displayed in this list to confirm that the provider you wish to create is not already listed.

Step 2 – Provider Demographic Information

- **ID Type** is a required field. ConnectCenter provides a list of id types for your selection. NPI is the default. API and UMPI can also be selected
- API stands for Atypical Provider ID and can be used to record a payer issued provider identifier. APIs are generally used for providers who lack an NPI. APIs are often issued to providers by a state government or state Medicaid office and are likely to be called something entirely different than API. Each state has its

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Create Provider

PROVIDER

Provider Demographic Information

ID Type *
NPI

ID *
[]

Entity *
Provider

Group ID

Type *
Physician

Last/Org Name *
[]

First Name *
[]

Middle Name
[]

Title
[]

Prefix [] Suffix []

Phone Number
[]

Fax Number
[]

Contact
[]

Email
[]

Other Demographic Information

Tax ID
[]

Primary Taxonomy Code
[]

Mailing Address
[]

City
[]

State [] Zip []

Physical Address Same as Mailing
[]

City
[]

State [] Zip []

Alternate Provider IDs

Provider ID	Type	Group

ID Type
[]

ID
[]

Group ID [ADD ALTERNATE ID](#)

HIS ID
[]

Activation
Effective Date:
06/11/2021

[CANCEL](#) [SUBMIT](#)

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own nomenclature. Some payers may direct providers to use their Tax ID as their API.

- UMPI is a special type of API that is issued to Minnesota providers by the state of Minnesota.
- **ID** is a required field. ConnectCenter will validate the data entered in this field if it is an NPI.
 - When an NPI is used, ConnectCenter will check the NPI provided against the National Plan and Provider Enumeration System (NPPES). If the NPI is found, data from the NPI registry will be populated. If the data from the NPI registry is out of date, you can and should correct it.
 - When ID type is set to API, no syntax edits will be used to check the format of the ID since formats vary widely.
- **Entity** is a required field. ConnectCenter provides a list of entities for your selection. Provider is the default. Facility, Lab and Other can also be selected.
- **Type** is a required field. ConnectCenter provides a list of types for your selection. Physician is the default. Non-physician can also be selected.
- **Last/Org Name** is a required field.
- **First Name** is a required field, **unless** you have indicated that the provider's entity type is something other than Provider.
- **Tax ID** is an optional field but is highly recommended.
- **Taxonomy code** is an optional field but is highly recommended for anyone who will be creating claims online.
- **Contact Name, Phone, Fax, and Email** fields are all available as optional fields. Many of these fields can be used in the claim, referral or authorization completion processes
- **Mailing and Physical Addresses** are available as optional fields. Physical address is recommended and will be used in the claim creation process.

Step 3 – Updating Provider Information

After a provider is created for the first time, some additional fields become available for entry. Whether you wish to access one of these new fields or simply review/update prior entries, the steps to edit an existing provider start with selecting **Admin, Provider Management** from the menu. You can search through your provider list by entering the provider ID for the provider you wish to modify and then click the **Search** button. Or you can retrieve your complete provider list by hitting Search without making any entries on the search screen. In the event that a large number of providers are listed,

you can filter the list by entering values in the “filter by” fields found in each column of the table. Results will be updated to show only those that include the text you've entered in the filter fields.

To make updates, click provider's name in the **Last/Org Name** column of the search results grid.

Once a provider has been selected, details about that provider are contained on two separate tabs: Provider and Additional Provider Information. The fields found on the Additional Provider tab are rarely used.

Using Provider Information

When creating a claim, billing, rendering and additional specialized provider fields can be completed using Find Provider. On the 1500 form, use the + button in any provider related field to access Find Provider and retrieve provider demographics. A larger collection of provider related fields may be found on the Claim Details and Service Line Details tabs. These tabs allow you to access your stored provider details using a Find Provider button.

Some of the optional provider details that can be retrieved into a claim include:

- NPI or API
- Tax ID
- Addresses
- Contact name, phone, email and fax
- Taxonomy codes

Step 4 – Setting Default Providers

Users can set default providers for use with eligibility and claim status functionality. To create a default provider, first go to either eligibility or claim status by choosing one of the following from the main menu:

- Verification, New Eligibility Request
- Claims, Claim Status

Both features offer a Find Provider button. Clicking Find Provider opens the Select a Provider window. From the **Select Provider** screen, select the **Default** radio button for the provider you wish to set as your default. The next time you create a new eligibility or claim status request the default provider will be selected.

Select a Provider								Live Chat	?
Select	Primary Id	Last/Org Name	First Name	Tax ID	Taxonomy Code	Effective Date	Status	Expiration	Default
<input type="radio"/>	3846593895	Smith	John	593869385	P.T.C. ATS	11/13/2018		11/13/2025	<input type="radio"/>
<input type="radio"/>	1295835968	Anderson	T	232323233		08/28/2014	ACTIVE	08/28/2020	<input type="radio"/>

Note: Currently, you cannot set a default provider for use in claim creation, but you will be able to do so soon!