

May 2021

OVERVIEW:

In April, we informed providers about our new and improved solution for verifying member information and submitting claims to us at Aetna Better Health. That solution is called ConnectCenter and it will provide a more reliable and complete way of submitting claims, at no cost to you.

Here are some important things to know about ConnectCenter:

- ConnectCenter is replacing WebConnect, which you might also refer to as Emdeon Office. (See [WebConnect to Shut Down](#).)
- Providers must **create a Reporting & Analytics account** to have access to old claims submitted via WebConnect. (See [Create a Reporting & Analytics Account](#).)
- **Providers' abilities to create claims in WebConnect was scheduled to end on 5/31/2021.** However, we have noticed that many of our WebConnect providers have:
 - created ConnectCenter logins, but continue to use WebConnect instead of ConnectCenter to submit claims.
 - created ConnectCenter logins, but are not using ConnectCenter or WebConnect.
 - never registered for their ConnectCenter accounts.
- As a courtesy, ABHLA will not end claims submission via WebConnect on 5/31/2021. **WebConnect will officially shut down on 6/22/2021.** We are asking providers to create their ConnectCenter accounts immediately. For a two-week period leading up to 6/22/2021, providers who log in to WebConnect will be reminded of its imminent shut down and migration to ConnectCenter.

IMPORTANT: ABHLA is requesting you take immediate action to create a ConnectCenter login and that you begin submitting claims only through ConnectCenter. See [Create a ConnectCenter Account](#) for instructions.

Create a ConnectCenter Account

Use this procedure to create a ConnectCenter Account. Please do not create a new ConnectCenter account if you already have one.

1. Visit <https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214562> in your browser.
2. Follow the instructions on the page to complete your account registration.
3. Bookmark the new ConnectCenter login page:
<https://physician.connectcenter.changehealthcare.com/#/site/home?payer=214562>.

NOTE: Claims submission will be available within one business day of setting up your account.

Create a Reporting & Analytics Account

If you wish to retain access to old claims after May 31st, you must establish a Reporting & Analytics account that can be accessed independently of WebConnect.

IMPORTANT: Although all claims in Reporting & Analytics remain accessible for 15 months from the date of claim submission, you will be unable to access them after May 31st unless you follow the procedure below to create a user account on access.emdeon.com.

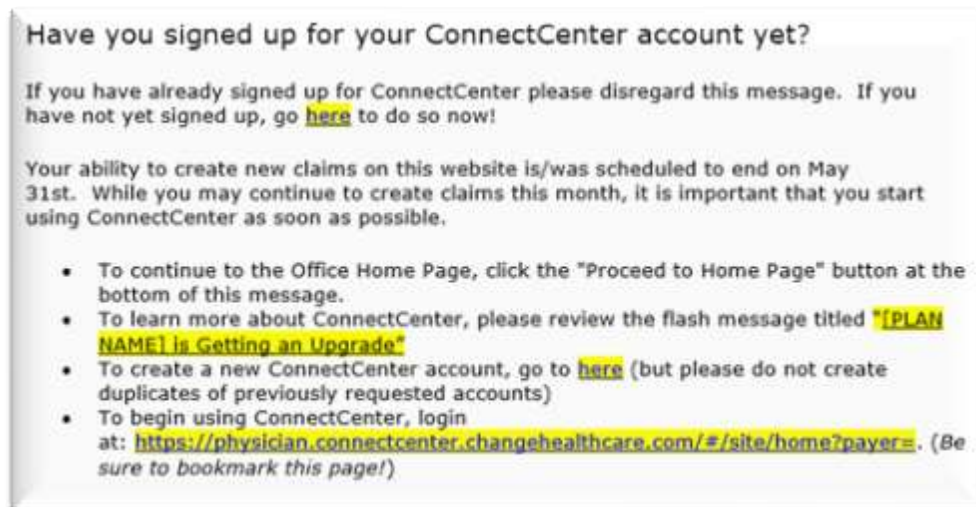
1. Visit <https://access.emdeon.com>, then click **Forgot Password**.
2. Provide your email address and the same Username you use to access the Emdeon Office Aetna Better Health portal. Your new password will be emailed to the address you provided.
3. Make note of the Username and Password you received.
4. Bookmark access.emdeon.com in your browser to access Reporting & Analytics in the future.

If you are unable to obtain a new password using the above procedure, please contact customer support for assistance at (877) 667-1512, option 2.

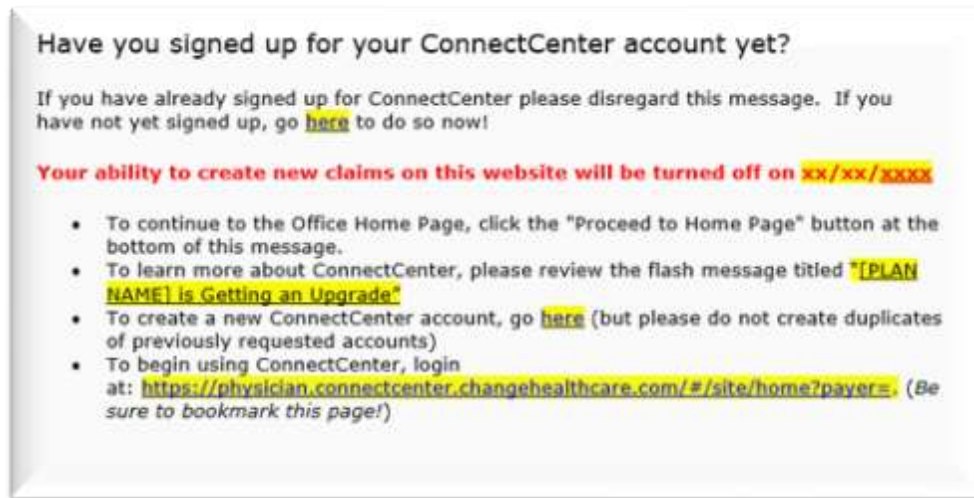
WebConnect to Shut Down

Beginning 6/8/2021, a series of forced on-screen messages will be shown to providers when they attempt to log in and use WebConnect.

The first, forced message will instruct providers to create a new ConnectCenter account and will look similar to the message below:



One week later (6/15/2021), providers will receive an email from Change Healthcare (ConnectCenter) and will see a second, forced message when logging in to WebConnect. The message will look similar to this one and will inform providers that WebConnect will shut down completely on 6/22/2021:



IMPORTANT: If you receive the above message and/or email, please take action before 6/22/2021 to create your ConnectCenter login. WebConnect will cease to function for claims submission on 6/22/2021.

More Information

For more information about using ConnectCenter, see

https://www.aetnabetterhealth.com/louisiana/assets/pdf/providers/communications/connectcenter_rep_aces_emdeon_office.pdf.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.