

ProviderAlert

To: Select Health of South Carolina Providers
Date: July 31, 2024
Subject: Change Healthcare ConnectCenter™ Update

Select Health is pleased to share Optum's (formerly Change Healthcare) direct entry claims portal, ConnectCenter, is available for reconnection as of 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 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
800-527-8133, option 2	AssuranceEDI.Support@optum.com	EDI Claim, Remittance and Claim Status Transaction Assistance

If you have other questions, you may contact **Select Health** Provider Services at **1-800-575-0418**.

Visit the Provider section of the Select Health website for more information, news, and resources for providers. If you need assistance regarding this communication, or other issues, please contact your Account Executive or Select Health's Provider Network Management leadership.