

**MIAMI CHILDREN'S**  
**HEALTH PLAN**<sup>SM</sup>  
Florida's Family Health Plan

Monthly Claims Training  
March 2019

# Verifying Enrollee Eligibility

Participating providers are responsible for verifying enrollee eligibility before providing services as eligibility may vary per month.

Providers may verify eligibility using the following methods:



Online at [www.miamchildrenshealthplan.com](http://www.miamchildrenshealthplan.com)



Customer Service at 844-243-5187

# Claim Submission

MCHP encourages all providers to submit claims electronically.

- Providers interested in electronic claim filing may contact your EDI (Electronic Data Interchange) software vendor or the Change Healthcare (formerly Emdeon) Provider Support Line at (800) 845-6592 to arrange transmission.
- Providers may also self-register to our MCHP Web Connect Live Portal at <https://office.emdeon.com/vendorfiles/MCHP.html>. Once registered, providers can utilize the same link contained within our website to submit claims.

Miami Children's Electronic Payer ID: **82832**

# Claim Submission

The benefits of submitting EDI claims include:

- Improved cost effectiveness
- Improved claims tracking
- Electronic acknowledgment of claim receipt
- Faster payment of claims
- Better turnaround time for timely reimbursement

# Provider/Practice Enrollment for Web Connect Portal

The provider/practice can sign up through online self-enrollment to avail this service.

For the first time, provider/ practice have to register themselves by clicking on Enroll Now/ Enroll New Customer link as shown in the picture below.


**Login**

Please enter your Emdeon Username and Password.

**Username**

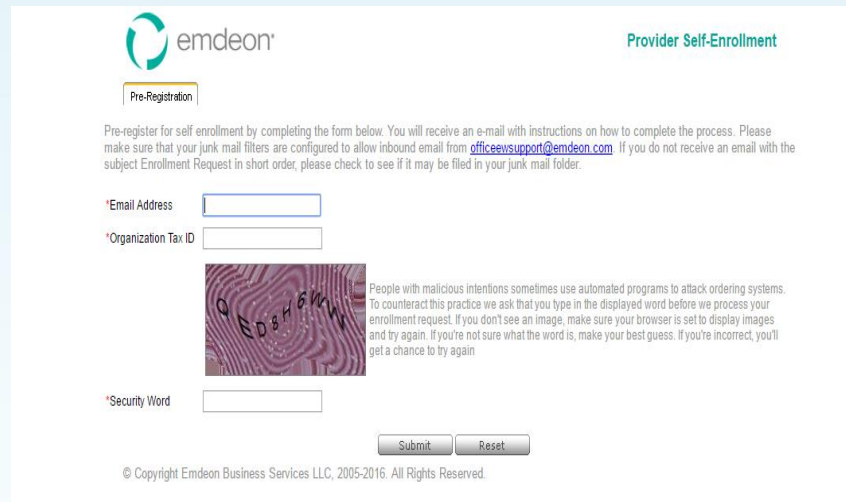
**Password**

**Login**

[Enroll Now](#) | [Forgot Password?](#) | 

# Provider/Practice Enrollment for Web Connect Portal

Provider/practice needs to fill their Companies Email address, Organization Tax ID and the security word displayed in the box and submit the pre-registration request as shown below.



The screenshot shows the Emdeon Provider Self-Enrollment page. At the top left is the Emdeon logo, and at the top right is the text "Provider Self-Enrollment". Below the logo is a "Pre-Registration" button. The main text reads: "Pre-register for self enrollment by completing the form below. You will receive an e-mail with instructions on how to complete the process. Please make sure that your junk mail filters are configured to allow inbound email from [officeusupport@emdeon.com](mailto:officeusupport@emdeon.com). If you do not receive an email with the subject Enrollment Request in short order, please check to see if it may be filed in your junk mail folder."

The form contains the following fields:

- \*Email Address:
- \*Organization Tax ID:
- A CAPTCHA image showing a distorted word "QED8H6W". To the right of the image is the text: "People with malicious intentions sometimes use automated programs to attack ordering systems. To counteract this practice we ask that you type in the displayed word before we process your enrollment request. If you don't see an image, make sure your browser is set to display images and try again. If you're not sure what the word is, make your best guess. If you're incorrect, you'll get a chance to try again."
- \*Security Word:

At the bottom of the form are "Submit" and "Reset" buttons, and a copyright notice: "© Copyright Emdeon Business Services LLC, 2005-2016. All Rights Reserved."

After the pre-registration request, Provider/practice will receive an auto generated email with a link to complete the enrollment procedure.

# Provider/Practice Enrollment for Web Connect Portal

Provider/practice has to click on the link and it will take them through a wizard to complete the enrollment process.

**Step 1:** Provider/practice has to fill the Organization details. If the provider is Atypical Provider (No NPI), then the check box Atypical Provider must be checked. Once they fill the fields, Provider/practice has to click on Next.

**Step 2:** Provider/practice has to fill Primary contact details for the person who will be using the portal and click Next. **Note:** Primary Contact can be Provider / Biller/ Office manager

**Step 3:** There are 2 ways to submit claims using this Web connect portal. Provider/practice has to select one among them.

- **Option 1:** (If they have Practice Management Software) **Note:** For the provider/practice that chose to upload claims option through their Practice Management Software, must contact Change health care support to complete the mapping procedure.
- **Option 2:** (If they DO NOT have Practice Management Software)

# Provider/Practice Enrollment for Web Connect Portal

**Step 4:** Final Tab has to be filled with rendering provider/practice information with which they are enrolled to send claims.

**Step 5:** Once the providers are added, click on the Finish Tab. This will pop up with the temporary password and a link which will route you to login page.

**Step 6:** Provider/practice has to use the user id they chose and the temporary password to login and it will allow them to reset the password to a new one.

Once providers login, the Web Connect Portal will allow access to start submitting claims.

The step-by-step online registration instructions can be found at [https://www.miamichildrenshealthplan.com/MCHP/media/pdf/Provider-Enrollment-for-Web-Connect-Live-Portal\\_MCHP.pdf](https://www.miamichildrenshealthplan.com/MCHP/media/pdf/Provider-Enrollment-for-Web-Connect-Live-Portal_MCHP.pdf)



Interested in Joining our Network?

Speak to a Provider Relations  
Representative or contact Provider  
Services at 844-243-5188

Q & A



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