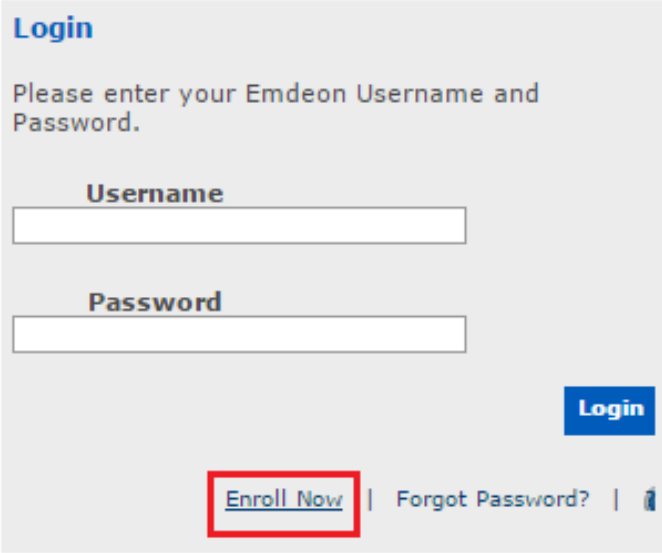


Provider/Practice Enrollment for Web Connect Portal


Web Connect portals are free services provided by Insurance Companies for their provider/practices through Change Healthcare. The provider/practice can sign up through online self-enrollment to avail this service.

There are 2 steps in this enrollment procedure. First the provider/practice has to complete the pre-registration to get the link sent to their email address for further completion of the enrollment. Following are the steps to complete the enrollment process.

When provider/practice tries to get to online services page in payers website, it will route to Change Healthcare login page. The provider/practice will not have a Change Health care login credentials to login in. 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.



The image shows a login page with the following elements:

- Login** (blue header)
- Please enter your Emdeon Username and Password.
- Username** (text label above a white input field)
- Password** (text label above a white input field)
- Login** (blue button)
- [Enroll Now](#) (blue link, highlighted with a red box)
- | [Forgot Password?](#) | 

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.



Provider Self-Enrollment

Pre-Registration

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 officeesupport@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.

*Email Address

*Organization Tax ID



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

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

Organization Primary Contact Options Provider Info

Add the organization information for your primary office, clinic, agency, or hospital, then click **Next**.

*Organization Name [Redacted]
*Organization Tax ID [Redacted] Atypical Provider
*Address Line 1 [Redacted]
Address Line 2 [Redacted]
*City [Redacted]
*State [Redacted] ▼
*Zip/Postal Code [Redacted]

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

Organization Primary Contact Options Provider Info

Add the primary user to be the designated contact and serve as the site administrator for your organization, then click **Next**.

*User Name [Redacted]
*First Name [Redacted]
*Last Name [Redacted]
*SSN (Last 4 Digits) [Redacted]
*Date of Birth [Redacted]
*Phone [Redacted]
Fax [Redacted]
*Security Question #1 [Redacted] ▼
*Security Question #1 Answer [Redacted] Saved.
*Security Question #2 [Redacted] ▼
*Security Question #2 Answer [Redacted] Saved.

Previous Next

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)

Provider/practice has to choose the following options as shown below if they want to use their Practice Management Software to create claims and upload them through the Web connect Portal.

Note: If the sample batch is ready, provider/practice can upload from the same screen if not they can skip it and do it later once the account is created. Provider/practice has to call us once the batch is ready.

Organization Primary Contact **Options** Provider Info

Indicate if you would like to submit claims, and if so your claim type preference. You may also upload a sample claim. Click Next when done.

*Would you like to submit claims? Yes No

*Do you enter your claims in a practice management system? Yes No ⓘ

Practice Management System --Select-- ▾

Sample Claims File Choose File No file chosen ⓘ

File Type --Select-- ▾ ⓘ

Previous Next

Option 2: (If they DO NOT have Practice Management Software)

Provider/practice has to choose the following options as shown below which will allow them to create claims using Change Health care portal. Once they select it they have to click next.

Organization Primary Contact **Options** Provider Info

Indicate if you would like to submit claims, and if so your claim type preference. You may also upload a sample claim. Click Next when done.

*Would you like to submit claims? Yes No

*Do you enter your claims in a practice management system? Yes No ⓘ

Previous Next

Step 4:

Final Tab has to be filled with rendering provider/practice information with which they are enrolled to send claims. If Provider/practice wants to bill with their Organization name they can do it by just mentioning the Organization's name in Organization or last Name field and leave First name field blank.

Once all the fields are filled they have to click on add provider tab. If they have additional provider or Tax ID's to be added, they can follow the same and fill the tab with the details.

Note: Provider/ Practice who check the check box as Atypical Provider in Organization Tab must enter Payer Assigned ID (provider id given by payer) and leave NPI field blank.

Organization Primary Contact Options **Provider Info**

Add each provider within your organization using the Add Provider form below, then click Finish when done.

*Tax Id [Copy From Organization](#)

*Tax Id Type Employer ID SSN

*National Provider ID (NPI)

Payer Assigned ID

*Organization or Last Name Facility or Hospital

First name

Middle Initial

Credentials (e.g., MD,RN)

*Specialty Search ⓘ Select Specialty

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.

*National Provider ID (NPI)

Payer Assigned ID

*Organization or Last Name Facility or Hospital

First name

Middle Initial

Credentials (e.g., MD,RN)

*Specialty Search ⓘ Select Specialty

TAX ID	NPI	First Name	Last Name	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Edit Delete

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.

A screenshot of the Emdeon login page. The form is titled "Login" and contains the instruction "Please enter your Emdeon Username and Password." Below this are two input fields: "Username" and "Password". A blue "Login" button is positioned to the right of the password field. At the bottom of the form, there are links for "Enroll Now", "Forgot Password?", and a small icon.

Once they login, the Web Connect Portal will allow them to start sending claim.

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.