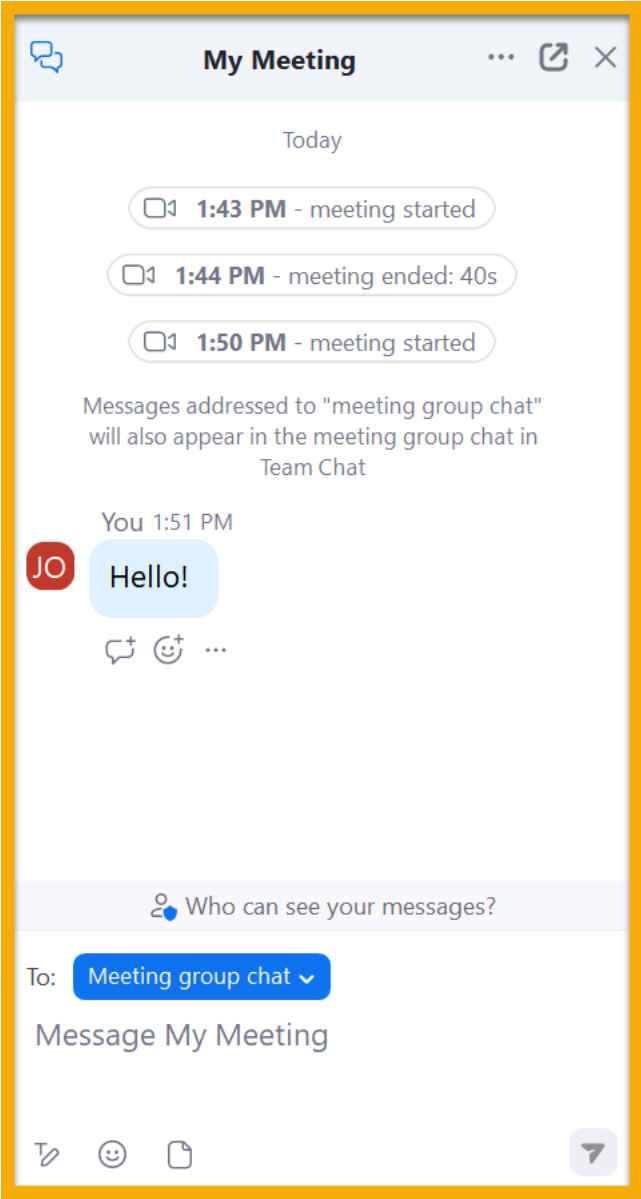
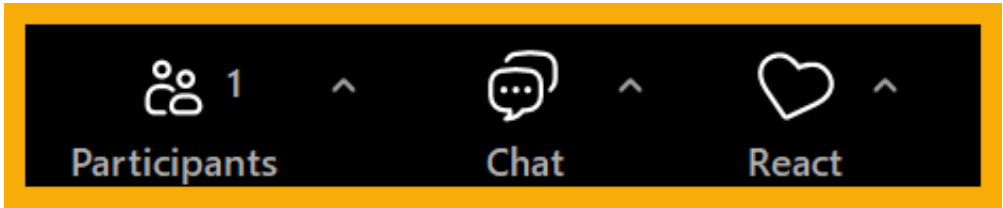


# ConnectCenter Navigation

August, 2024



# Accessing Zoom Chat



# Today's Topics for Review

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Agenda Topics
Accessing the ConnectCenter
Home Screen Navigation
Rejected Claims Tab
Locating Claims in ConnectCenter
Reviewing File Details
Links to Previous Billing Documents

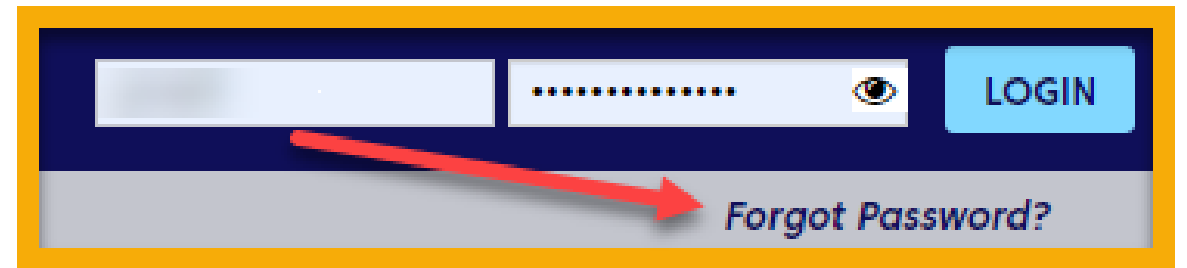


# Accessing the ConnectCenter



# Accessing the ConnectCenter

- ▶ To access ConnectCenter go to:  
<https://connectcenter.changehealthcare.com/>
- ▶ If you need your UserID please contact Sandata at 833-545-0394.
- ▶ If you know your UserID please enter it and select the “Forgot Password” link to reset your account.
- ▶ Once you have reset your password you can log in for the first time.



## 2-Factor Authentication

**Optum**

### Get a Security Code

You need this to finish signing in if you don't have a VIP Credential. Select how the security code will be sent to you:

- ☒ Email Address:  
JO\*\*\*\*\*@SANDATA.COM
- ☐ SMS Text:  
180\*\*\*\*\*63
- ☐ Voice Call:  
180\*\*\*\*\*63

[Previous](#) [Continue](#)

Add or Manage a Credential. [Continue](#)

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**Optum**

✓ A security code has been sent to JO\*\*\*\*\*@SANDATA.COM. [Send Again](#)

### Confirm Your Identity

Enter a security code to sign in

Security Code [?](#)

[Cancel](#) [Submit](#)

[Don't have a security code?](#)

Add or Manage a Credential. [Continue](#)

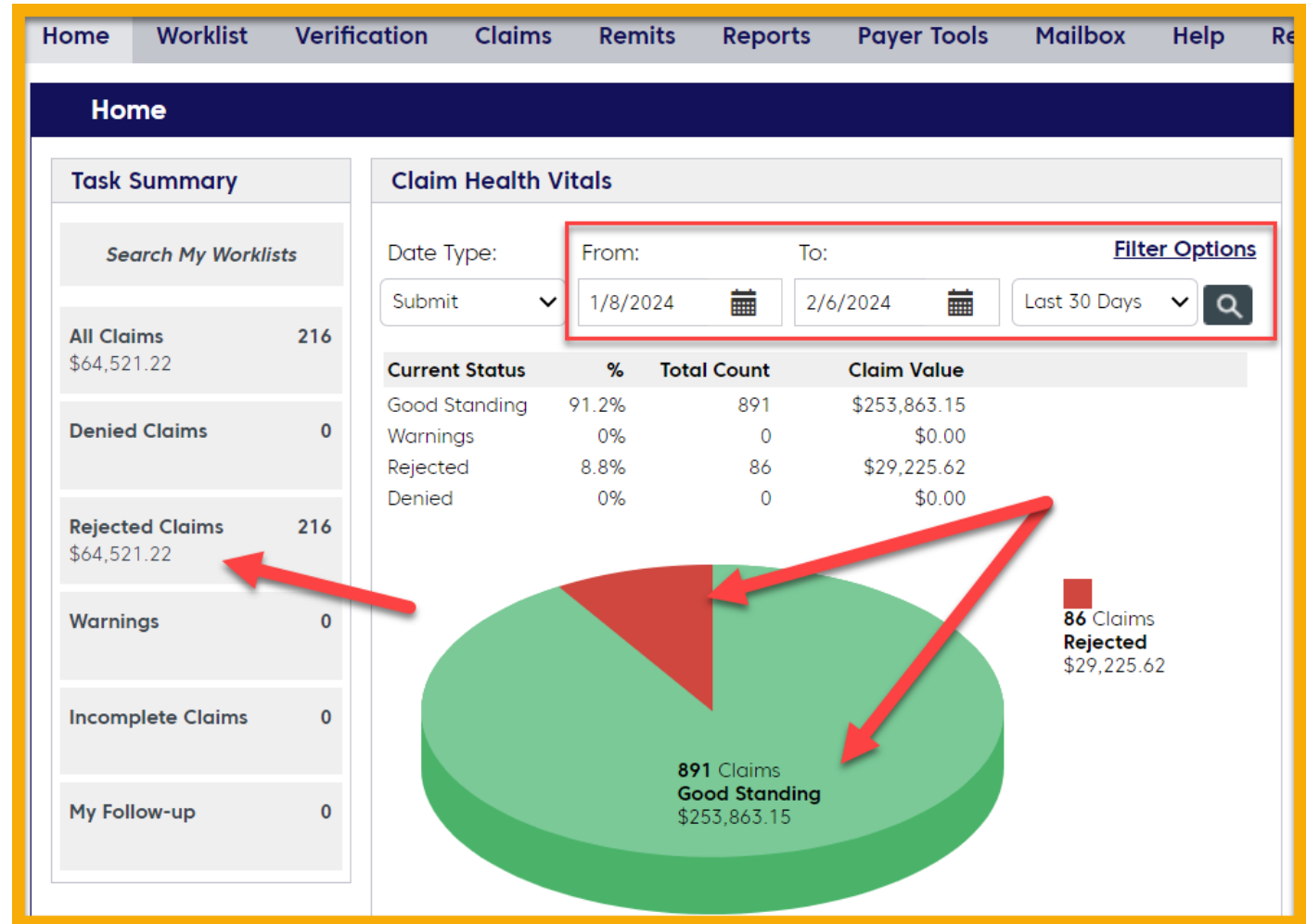
- ▶ You will be asked to utilize 2-factor authentication moving forward for ConnectCenter.
- ▶ Selecting the email option will send you a code to your email on file.
- ▶ Confirm your identity using the provided code and submit.
  - ▶ **NOTE: this is new to provide more security moving forward.**
- ▶ This will bring you to the home screen in ConnectCenter.

# Home Screen Navigation



# Home Screen Navigation

- ▶ The Home screen displays a pie chart of all claims rejected and/or accepted throughout a specified date range
  - ▶ **NOTE: Using the pie chart is not the best practice for reviewing claims in detail. Refer to Claims Review Section.**
- ▶ The date range for viewing can be adjusted using the “From” and “To” filters above the chart
- ▶ Selecting the “Rejected Claims” tab on the left-hand side will allow you to view and manage rejected claims





# Rejected Claims Tab



# Rejected Claims Tab

Home Worklist Verification Claims Remits Reports Payer Tools Mailbox Help Registration Admin

My Worklists Summary

Search My Worklists

All Claims \$64,521.22 216

Denied Claims 0

**Rejected Claims \$64,521.22 216**

Warnings 0

Incomplete Claims 0

My Follow-up 0

**Rejected Claims**

☐ CLOSE ☐ DELETE

Status	Payer	Provider	Patient Name	Svc Date	Amount	Last	Follow-Up	Download
Filter by Status	Filter by Payer	Filter by Provider	Filter by Patient Name	Filter by Svc Date	Filter by Amount	Filter by Last	Filter by Follow-Up	CSV
<input type="checkbox"/> CHC Rejected NVFFS				12/18/2023	\$333.64	01/05/2024	mm/dd/yyyy	WORK
THE FILE THIS CLAIM WAS SENT IN IS A DUPLICATE OF THE ONE SENT ON 01/05/2024								
<input type="checkbox"/> CHC Rejected NVFFS				12/25/2023	\$333.64	01/05/2024	mm/dd/yyyy	WORK
THE FILE THIS CLAIM WAS SENT IN IS A DUPLICATE OF THE ONE SENT ON 01/05/2024								
<input type="checkbox"/> CHC Rejected NVFFS				12/18/2023	\$206.33	01/05/2024	mm/dd/yyyy	WORK
THE FILE THIS CLAIM WAS SENT IN IS A DUPLICATE OF THE ONE SENT ON 01/05/2024								
<input type="checkbox"/> CHC Rejected NVFFS				12/26/2023	\$298.52	01/05/2024	mm/dd/yyyy	WORK
THE FILE THIS CLAIM WAS SENT IN IS A DUPLICATE OF THE ONE SENT ON 01/05/2024								
<input type="checkbox"/> CHC Rejected NVFFS				12/24/2023	\$408.27	01/05/2024	mm/dd/yyyy	WORK
THE FILE THIS CLAIM WAS SENT IN IS A DUPLICATE OF THE ONE SENT ON 01/05/2024								

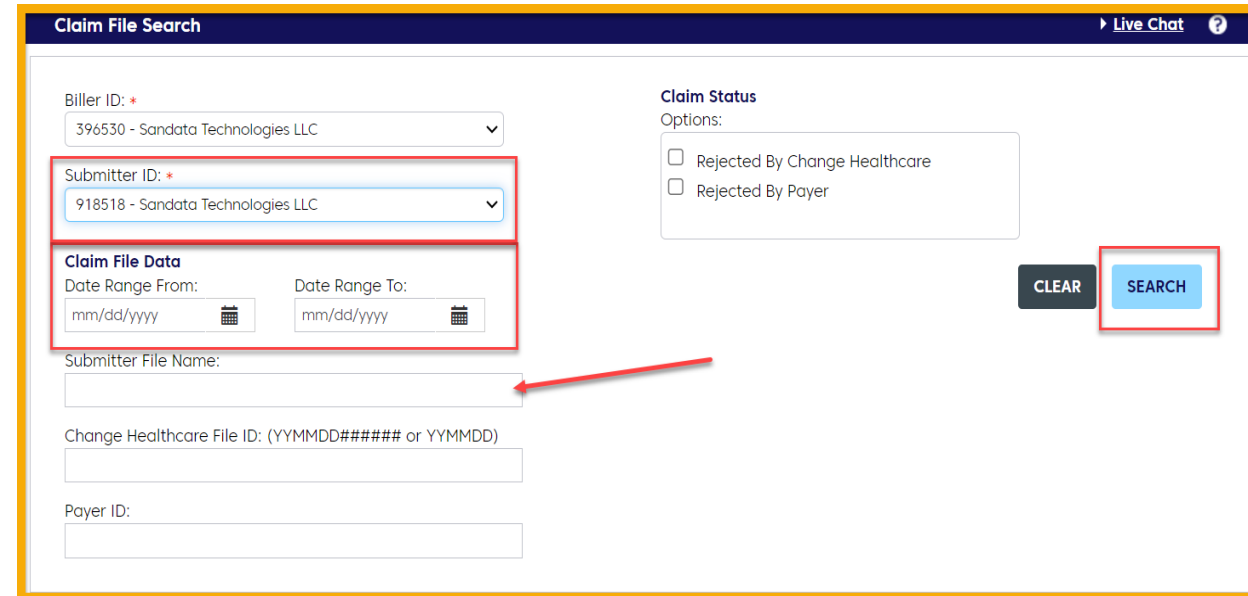
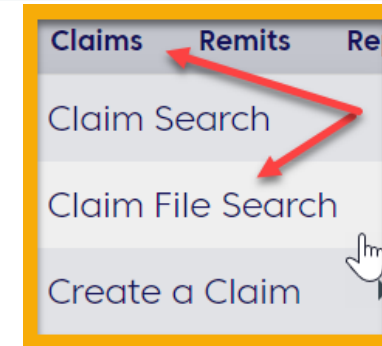
- ▶ The rejected claims tab will display a brief description on why a visit was not accepted.
- ▶ To correct any claims, you will access your EVV system and follow the rollbacks and resubmissions process as needed
  - ▶ <https://sandata.zendesk.com/hc/en-us/articles/31655293981459-Sandata-EVV-Billing-Process-Recorded-Webinar-July-2024>
- ▶ Once an item has been corrected in EVV you can select the "CLOSE" option to remove it from this list

# Locating Claims in ConnectCenter



# Locating Claims in ConnectCenter

- ▶ Access Claims > Claim File Search from the top toolbar
- ▶ The Submitter ID should display your agency name and submitter ID
- ▶ You can adjust your fields and search dates
  - ▶ **NOTE: this date range refers to the date the files were submitted from Sandata EVV**
- ▶ If you know the specific file name from EVV (this can be located on the Billing>Submitted tab in EVV) you can enter this information into the Submitter File Name field



## Locating Claims in ConnectCenter (cont'd)

Claim File Search Results								
Biller: 396530 - Sandata Technologies LLC Submitter								
<a href="#">Text Display View</a> <a href="#">Download CSV</a>								
Submitter File Name	CHC File ID	Received Date	# Received	\$ Received	# CHC Rejected	\$ CHC Rejected	# Payer Rejected	\$ Payer Rejected
Filter by Submitter File Name	Filter by CHC File ID	Filter by Received Date	Filter by # Received	Filter by \$ Received	Filter by # CHC Rejected	Filter by \$ CHC Rejected	Filter by # Payer Rejected	Filter by \$ Payer Rejected
NVSIL_P_71040_202402...	24020	02/02/2024 00...	3	\$1,710.50	1	\$731.25	0	\$0.00

- ▶ The Search results will produce the following key pieces of information:
  - ▶ Submitter File Name = the EVV file name created/submitted
  - ▶ CHC File ID = this is the file ID provided by the ConnectCenter and it is not found within EVV
  - ▶ # Received = number of claims within a given file record
  - ▶ #CHC Rejected = number of claims within the submitted file that were rejected
- ▶ Selecting the CHC File ID will open the claim details for additional review.

# Reviewing File Details



# Reviewing File Details

- ▶ The top left-hand corner of the details screen displays the file name you are reviewing
- ▶ Clicking the rejected (if applicable) or the # sent will open your claims in further detail.

Claim File Search Results ... Claim File Details Live Chat ?

Submitter File Name: NVFFS\_P\_71040\_20240202064741.TXT Received Date: 02/02/2024 00:49 File Status: ACCEPTED

Change Healthcare Claims Processing

Total	Amt.	Accepted	Amt.	Rejected by CHC	Amt.	Electronic Institutional	Amt.	Electronic Professional	Amt.	Paper	Amt.
85	\$31,158.37	84	\$30,708.37	1	\$450.00	0	\$0.00	85	\$31,158.37	0	\$0.00

Claims Distribution

Electronic To Payer	Amt.	Paper To Payer	Amt.	Paper To Patient	Amt.	Paper Images To Provider	Amt.	Paper To Provider	Amt.	Paper No Output	Amt.
84	\$30,708.37	0	\$0.00	0	\$0.00	1	\$450.00	0	\$0.00	0	\$0.00

Electronic to Payer

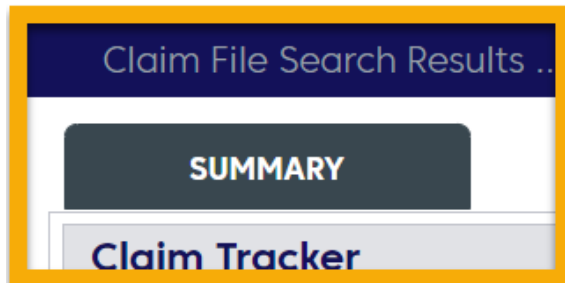
Change Healthcare Claims

Payer Claims

Payer ID	Payer Name	Sent Date/Time	# Sent	\$ Sent	# Accepted	\$ Accepted	# Rejected	\$ Rejected	# Other	\$ Other
1798	EVV STATE OF NEVADA	02/02/2024	84	\$30,708.37	0	\$0.00	0	\$0.00	84	\$30,708.37
Totals:			84	\$30,708.37	0	\$0.00	0	\$0.00	84	\$30,708.37

## Reviewing File Details (cont'd)

Claim File Search Results ... Claims List By File							▶ Live Chat	?
Claim Type: Claims Rejected By Change Healthcare								
Claim ID	Patient Name	Service Date	Charges	Payer ID	Payer Name	Status	<a href="#">Download CSV</a>	
Filter by Claim ID	Filter by Patient Name	Filter by Service Date	Filter by Charges	Filter by Payer ID	Filter by Payer Name	Filter by Status		
2403310175820		01/24/2024	\$450.00	1798	NVFFS	CHC Rejected		




- ▶ If there are many claims listed, you can utilize the top tool bar filters to narrow down your results
- ▶ Selecting the Claim ID will open the claims for further review
- ▶ Once the claim details are opened to this level you should select the "SUMMARY" tab



# Reviewing File Details (cont'd)

Claim Tracker				
Provider	Change Healthcare	Payer		
Claim Submitted	Processed	Received	In Processing	Processed/Paid
✓	⚠	-	-	-


**Who is The Owner?** Change Healthcare  
**What is The Problem?** E3 - PSBR0111:INVALID PAYER RESP SEQ NUM CODE  
**Next Recommended Steps:** Correct the claim and re-submit

Patient Information	
Account Number:	499
Name:	
Service Date(s):	01/24/2024 01/25/2024
Total Claim Charge:	\$450.00
Insured ID:	
Group ID:	

Claim Status	Definition
Acknowledged	The claim was received by CHC.
Accepted	The claim is accepted for adjudication - it contains all the required information to send to the payer
CHC Rejected	The claim is not accepted for adjudication because it is missing something required, like the DOB or the Start of service time, or diagnosis code.
Payer Rejected	The information in the claim is wrong and they can't process it, for example the payer doesn't have a client with that name in their files.
Denied	All or part of the claim was denied and there will be a reason provided.
Request for Information	There is inadequate information provided to process the claim. Information about what is required will be provided.
Pended	A claim is pended when there is missing information the payer is seeking in order to make a coverage decision, such as they are asking questions about alternative coverage, i.e. they think they may not be the primary payer for the client.
Unknown	The Payer status of the claim is unknown.

# Links to Previous Billing Documents



## Links to Previous Billing Documents

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- ▶ [Sandata EVV Billing Process](#)
- ▶ [NV Billing Training Recording](#)
- ▶ [NV Billing: Not Okay to Bill Reasons Guide](#)
- ▶ [NV Quick Guide to Billing Success Infographic](#)
- ▶ [NV Managing Submitted Claims – Infographic](#)



