To:	**AmeriHealth Caritas DC Providers**
Date:	**July 30, 2024**
Subject:	**Change Healthcare ConnectCenter™ Update**

Dear Provider:

AmeriHealth Caritas District of Columbia (DC) 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 at 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

We appreciate your partnership and patience as we work to re-establish services and will continue to share additional information as it becomes available.

If you have questions about this communication, please contact your Provider Account Executive or call Provider Services at 202-408-2237.

Sincerely,
AmeriHealth Caritas DC