



To: AmeriHealth Caritas Delaware Providers

Date: July 26th, 2024

Subject: Change Healthcare ConnectCenter™ Update

AmeriHealth Caritas Delaware 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.

800-527-8133, option 2	AssuranceEDI.Support@optum.com	EDI Claim, Remittance and Claim Status Transaction Assistance
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If you have other questions, you may contact AmeriHealth Caritas Delaware Provider Services at 1-855-707-5818.

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