

## Electronic Services Guide

CarePartners of Connecticut offers a wide range of electronic solutions, including member eligibility status, benefit information, claims submission, and clinical information.

Electronic self-service tools save time and will help streamline providers' practices, reduce administrative costs, and increase information security.

**Note:** Instructions for how to register for the secure Provider website are located [here](#).

### Authorization

#### Referral Submission and Inquiry

Providers may submit referrals electronically for members, receive a referral number upon submission, and verify the remaining number of visits using the following:

- CarePartners of Connecticut's secure Provider [website](#)
- [Change Healthcare™](#)

#### Inpatient Notification

- CarePartners of Connecticut's secure Provider [website](#)

### Claims

With electronic data interchange (EDI), providers can submit claims electronically, either directly or through a clearinghouse, and receive electronic remittance from CarePartners of Connecticut.

#### Claims Submission

For quicker payment, fewer rejections and ease of processing, providers can send their claims electronically to CarePartners of Connecticut using the following electronic claim options:

- **Direct EDI Claim Submission**

For direct submission, a provider's billing system is set up to connect with the claims system at CarePartners of Connecticut. Direct claim submission also includes support with a CarePartners of Connecticut EDI analyst for quick resolution of any EDI issues. There are no charges for direct claims submission. Click [here](#) to access the EDI Set-Up Form.

For more information about direct EDI claim submission, call the EDI Operations Department at 888.631.7002, ext. 52994 or by email at [EDI\\_CT\\_Operations@carepartnersct.com](mailto:EDI_CT_Operations@carepartnersct.com).

**Note:** Claims submitted without a registered provider's NPI, dental and pharmacy claims cannot currently be submitted via EDI.

- **Clearinghouse Claim Submission**

CarePartners of Connecticut accepts EDI claims from all major clearinghouses. Send one electronic file for all your claims to the clearinghouse. The clearinghouse, in turn, distributes those claims to all of the payers, including CarePartners of Connecticut. There is usually a fee associated with using a clearinghouse.

Before beginning, contact the CarePartners of Connecticut EDI Operations Department at 888.631.7002, ext. 52994.

#### Online Claim Adjustments

Providers may submit and track claim adjustments online using the Claim Status Inquiry (CSI) tool on CarePartners of Connecticut's secure Provider [website](#).

#### Electronic Remittance Advice (ERA)

Whether claims are submitted directly or through a clearinghouse CarePartners of Connecticut offers electronic remittance from PaySpan Health, allowing providers to automatically post payments and denials for all claims.

## Member Inquiry

Verify member eligibility status using the secure Provider [website](#).

**Note:** Eligibility may be subject to retroactive reporting of disenrollment.

## Electronic Funds Transfer (EFT)

CarePartners of Connecticut Electronic Funds Transfer, Electronic Remittance Advice (ERA) and Explanations of Payment (EOP) to providers through PaySpan® Health.

This solution allows online presentment of remittance and EOPs, and the option to direct electronic payment to a bank via direct deposit instead of payment by traditional paper check. Providers who choose the electronic payment option will no longer receive paper checks and EOPs.

### How to Register With PaySpan Health

If you are already registered with PaySpan Health, log into your PaySpan Health account at [PaySpan Health](#) and add CarePartners of Connecticut as a payer.

If you are not already registered, call PaySpan Health at **877.331.7154** for your unique registration code. Then go to [PaySpan Health](#) and click the **Register Now** button.

Enter your registration code, Provider ID Number (PIN) and Tax ID Number (TIN) in the boxes provided. Then click **Start Registration** to begin the registration process. Have your bank routing and account number found on your check available.

### How to Register for Secure Access to Our Provider Portal

Go to the secure Provider [website](#) log-in page and click "Register here". Determine the type of registration you need to complete. To add an additional provider or providers to your existing account, click "I need additional access" or to register a new account, click "Continue with registration".

You will need the following information to add additional providers or create a new account:

- NPI (National Provider Identification)
- One of the following:
  - Tax ID number (group registrations)
  - Social Security Number (individual registrations)
  - Or information from two recent claims submitted by the provider

### Select Your Role

If you are registering to be the Senior Access Administrator (SAA) of the NPI entered and there is already an NPI in place, you must select "Replace current SAA" or "Cancel to start over" and select a different role.

Are you registering **as the provider** or **on behalf of the provider**?

If you are registering as the provider, select "Provider"

- You will need to enter the last four digits of your SSN or your TIN

If you are registering on behalf of the provider, select "On behalf of provider"

- You will need to provide one of the following to continue:
  - Last four digits of the provider's SSN
  - The provider's TIN
  - Or information from two recent claims submitted to CarePartners of Connecticut by the provider

### Complete the Account Information Page

- If you are the provider, you will need to answer security questions to validate your identity. Once you complete the questions correctly, you will be able to access the secure provider portal.
- If you are registering on behalf of the provider, you will be required to list the provider's email address. An email will be sent to the provider requesting he/she approve or reject your request. The provider will also be asked to answer security information to validate his or her identity. If the request is approved, you will receive an email indicating you may now access the secure provider portal.

## Have Questions?

Call Provider Services at 888.341.1508 weekdays 8:00 a.m. to 5:00 p.m.