aetna™

Frequently Asked Questions

Q. When will I receive my new password?

A. Your password will be emailed to you within a few hours of the time that you sign up for ConnectCenter. The *Forgot Password?* link in the Connect Center is also available for faster access. You must wait one business day after your account is created before you may submit claims.

Q. What is my Vendor Code?

A. If you access the ConnectCenter sign-up screen from the ConnectCenter login page, rather than from the link included above, you will be required to enter a vendor code before you can sign up. The vendor code that you should enter is **214568**. For your convenience, this code will be automatically supplied when you access the Sign Up process from [here](#), or from the button provided on the Office login page. FYI, the vendor code **214568** will also be referred to in ConnectCenter as your biller code.

Q. Why doesn't the Next button work when I try to Sign Up?

A. On the first page of the Sign Up screen, please select the radio buttons next to "$0.00 per Transaction" in each row. Do not select the circles next to NA as doing so would prevent you from obtaining access to corresponding features.

Q. How do I associate the providers in my office to my new account?

A. You should add your providers by logging into ConnectCenter and then choosing Admin, and then Provider Management from the ConnectCenter main menu. For more details see [Getting Started with Provider Management](#). Note, that the first time you access Provider Management to add providers, you should click "search" on the opening page without entering ANY data in any of the fields provided. This tip and additional instructions are available in the Getting Started guide.

Q. How do I use Provider Management if I am an atypical provider and do not have an NPI?

A. When creating or editing a provider, atypical providers should change the ID Type field from NPI to API, and then enter the atypical provider identifier into the ID field. In some cases the atypical ID may be your Tax ID. Whether your atypical provider ID and tax ID are the same or different, you have the option to also enter your Tax ID in a separate Tax ID field. When performing an eligibility inquiry, provider information will use an NPI if you have one, followed by a Tax ID if there is no NPI. Atypical ID will be selected only for provider records that do not contain NPI or Tax ID. When using the provider directory to help create a claim, only NPI is currently retrieved.

Q. What is a submitter ID? or a biller ID?

A. Connect Center assigns a submitter ID to each provider office or provider organization. This 6 digit number will be displayed next to the name of your practice at the top of the ConnectCenter window. The billing ID identifies your account as sponsored by Aetna Better Health Plan and will be shared by your account and all other accounts also sponsored by Aetna Better Health.

Need Help?

- Call (800) 527-8133, option 2 for questions about:
    - Submitting NEW claims
    - Eligibility
    - Claim status

- Call (877) 667-1512, option 2 for questions about:
    - The status of OLD claims
    - Access to Reporting & Analytics