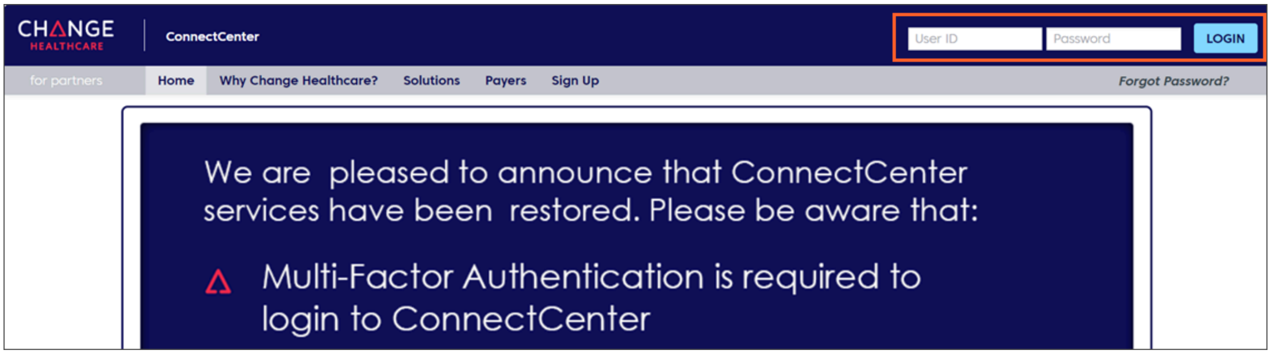
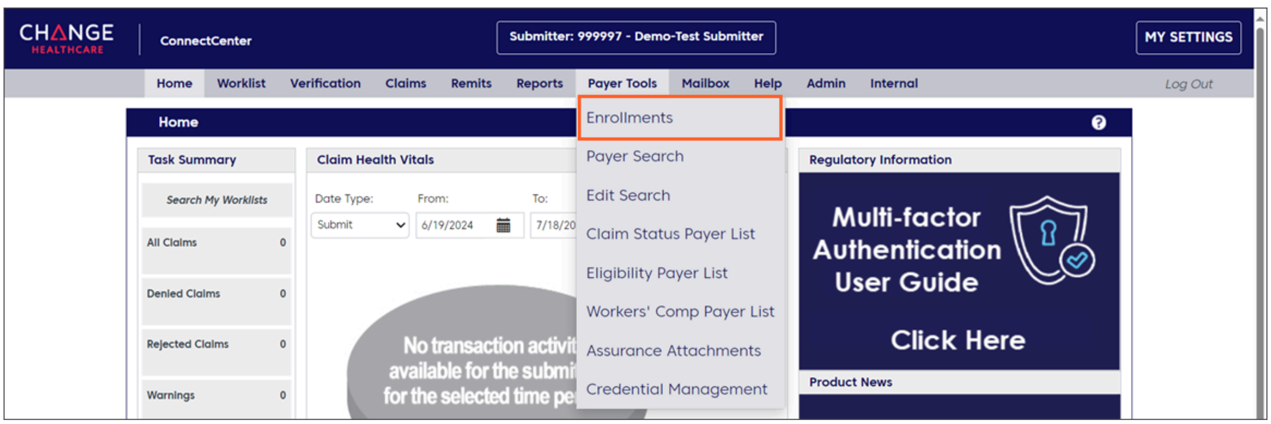
Getting started

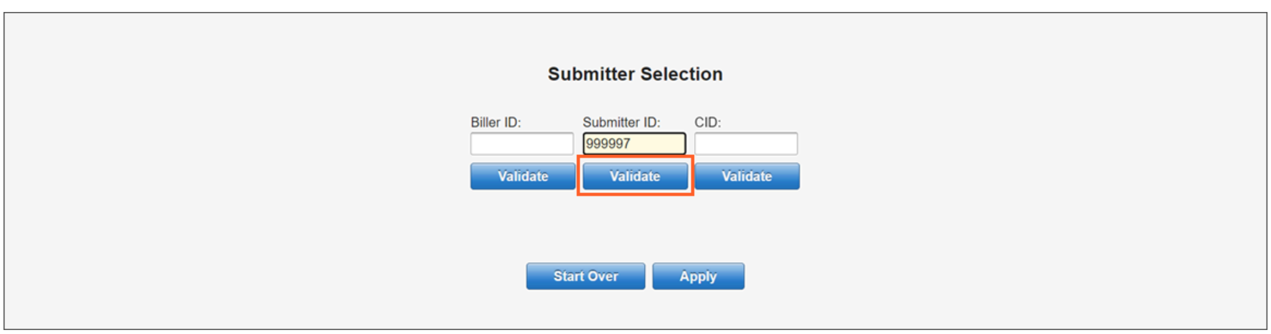
1. Log in to your [ConnectCenter](#) account.



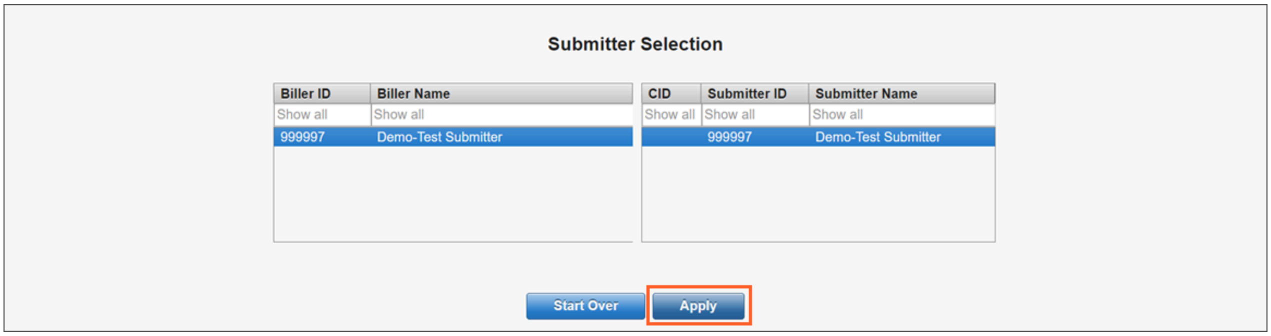
2. Click Payer Tools > *Enrollments*.



3. Enter the *biller ID*, *submitter ID* or *CID* and click *Validate*.



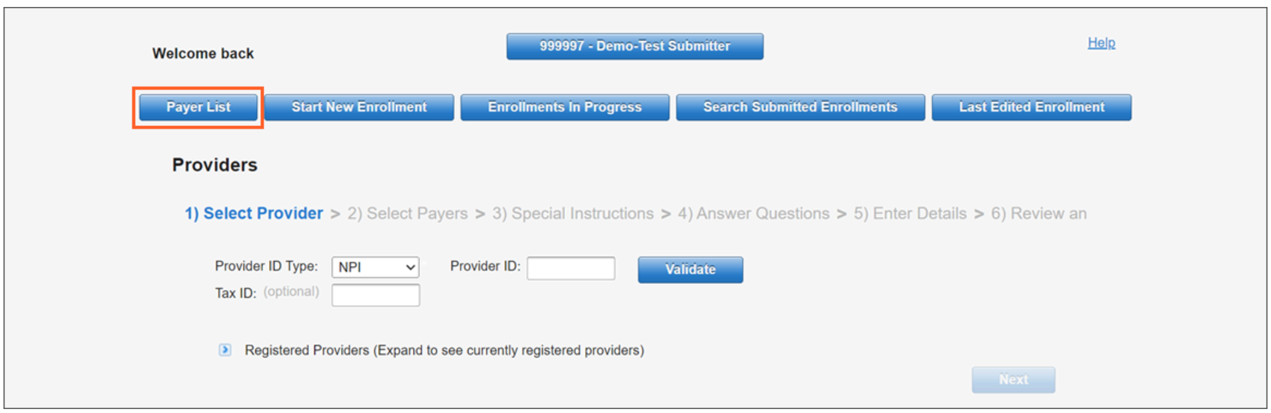
4. Select the *Biller name* from the list and click *Apply*.



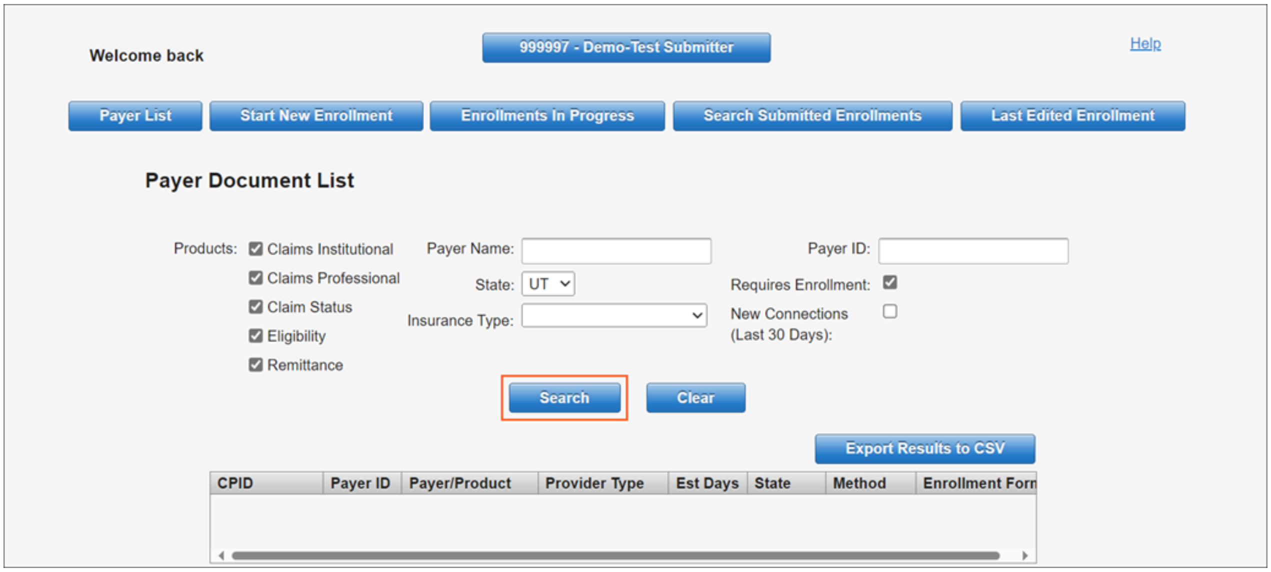
Viewing the payer list

This allows you to review the information the payer wants on the form without having to start an enrollment bundle.

1. Click *Payer List*.



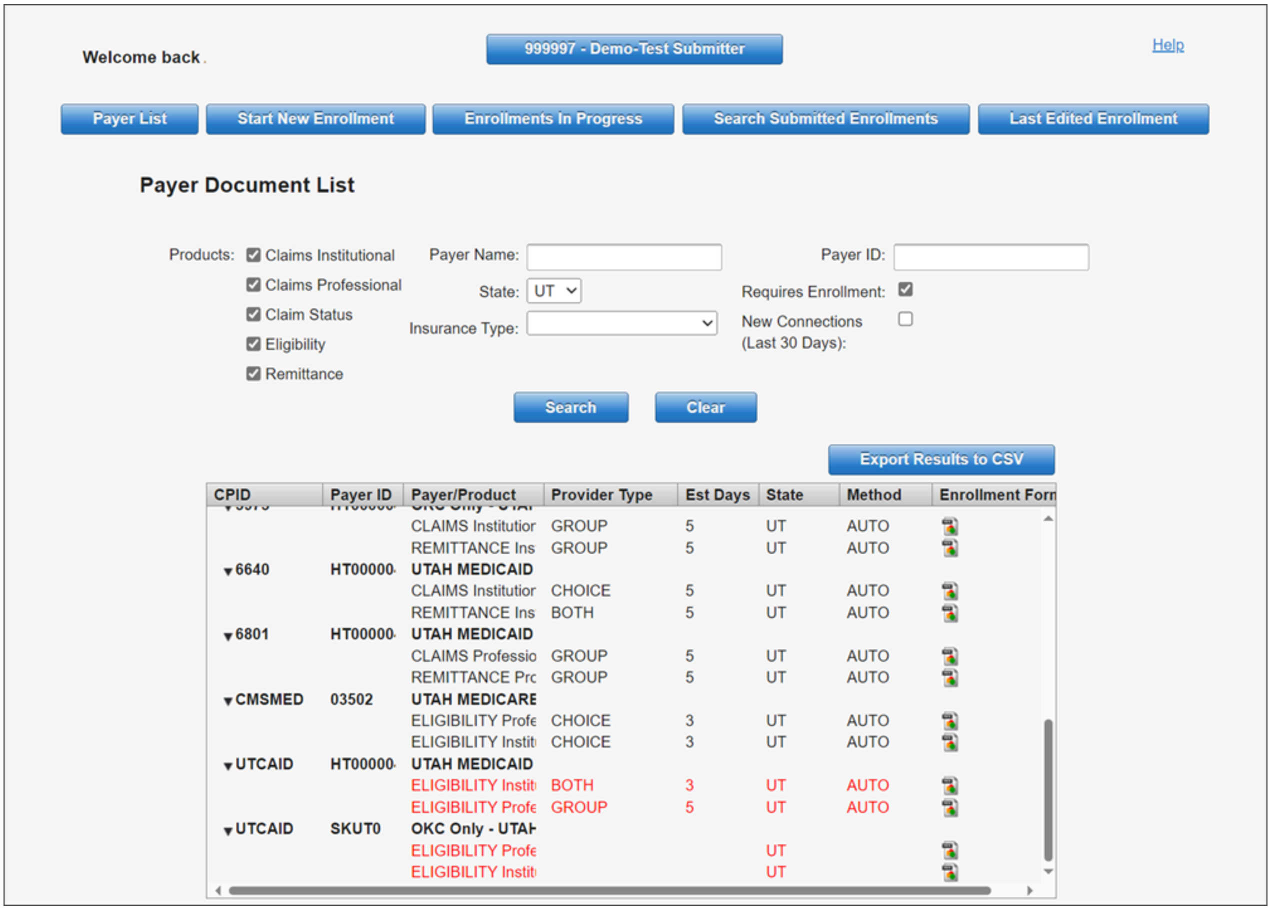
2. Enter search criteria and click *Search*.



Note:

- You can also search by CPID in the Payer ID field.
- Results do not populate when Requires Enrollment is selected and a CPID/Payer ID that does not require an enrollment is entered.

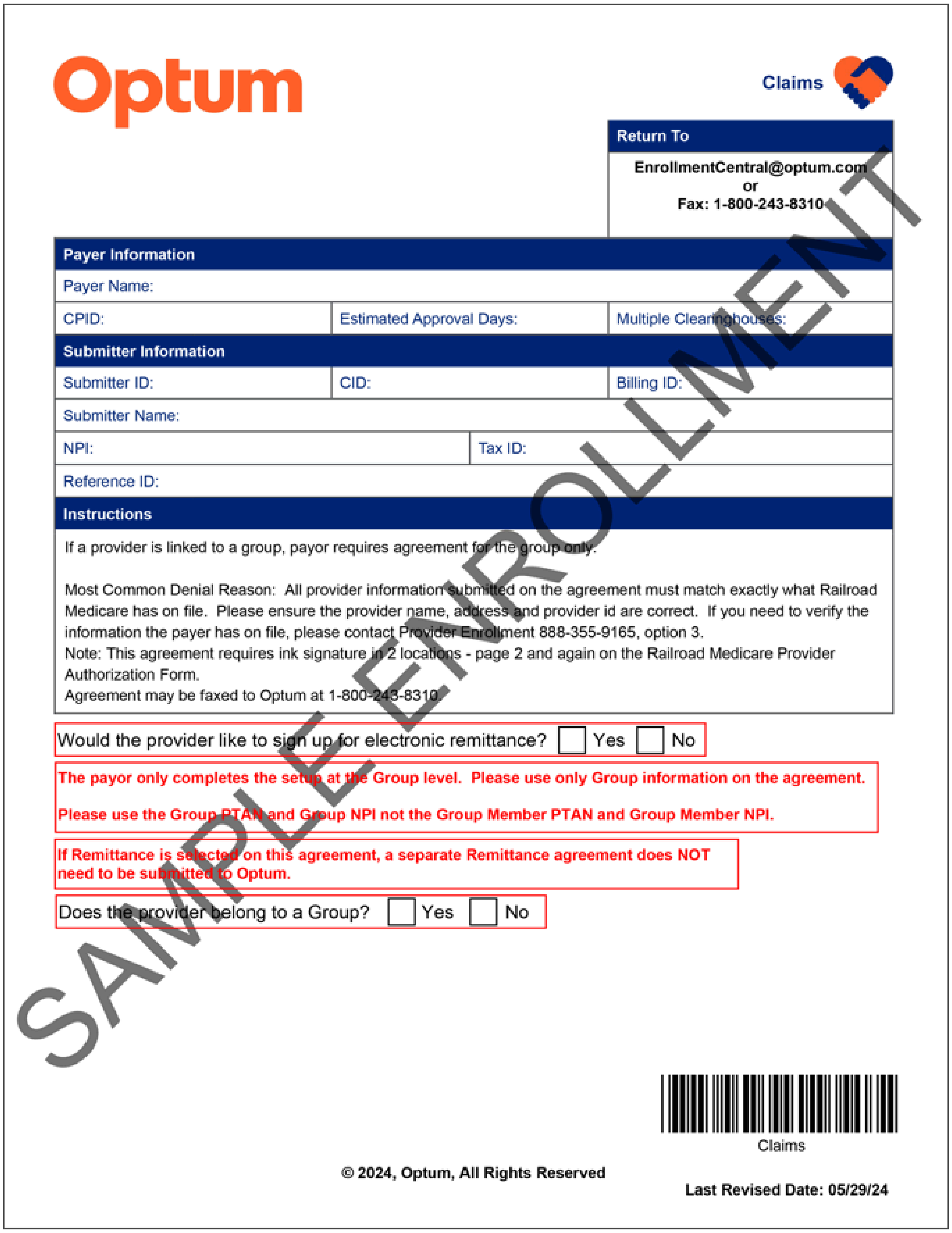
3. Click *Export Results to CSV* to export the list to an Excel spreadsheet.



Note:

- Click the *column heading* to sort the list.
- Red text indicates that the form is currently not available. Hover over the red text to display a reason.

4. Click the *appropriate icon* in the Enrollment Form column to download and view a sample image of a blank enrollment form.



Optum

Claims

Return To

EnrollmentCentral@optum.com
or
Fax: 1-800-243-8310

Payer Information		
Payer Name:		
CPID:	Estimated Approval Days:	Multiple Clearinghouses:
Submitter Information		
Submitter ID:	CID:	Billing ID:
Submitter Name:		
NPI:	Tax ID:	
Reference ID:		
Instructions		

If a provider is linked to a group, payor requires agreement for the group only.

Most Common Denial Reason: All provider information submitted on the agreement must match exactly what Railroad Medicare has on file. Please ensure the provider name, address and provider id are correct. If you need to verify the information the payer has on file, please contact Provider Enrollment 888-355-9165, option 3.
Note: This agreement requires ink signature in 2 locations - page 2 and again on the Railroad Medicare Provider Authorization Form.
Agreement may be faxed to Optum at 1-800-243-8310.

Would the provider like to sign up for electronic remittance? ☐ Yes ☐ No

The payor only completes the setup at the Group level. Please use only Group information on the agreement.

Please use the Group PTAN and Group NPI not the Group Member PTAN and Group Member NPI.

If Remittance is selected on this agreement, a separate Remittance agreement does NOT need to be submitted to Optum.

Does the provider belong to a Group? ☐ Yes ☐ No

SAMPLE ENROLLMENT

Claims

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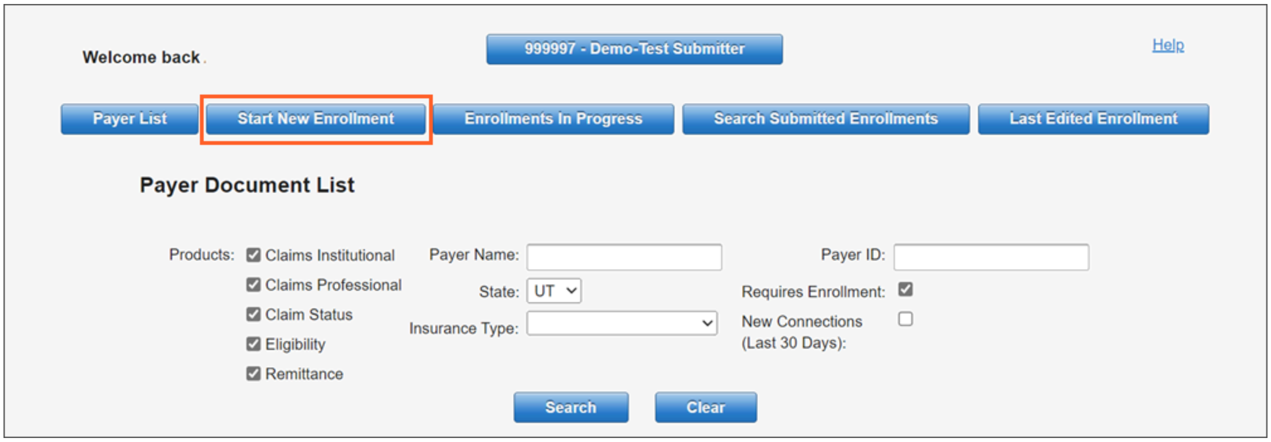
Last Revised Date: 05/29/24

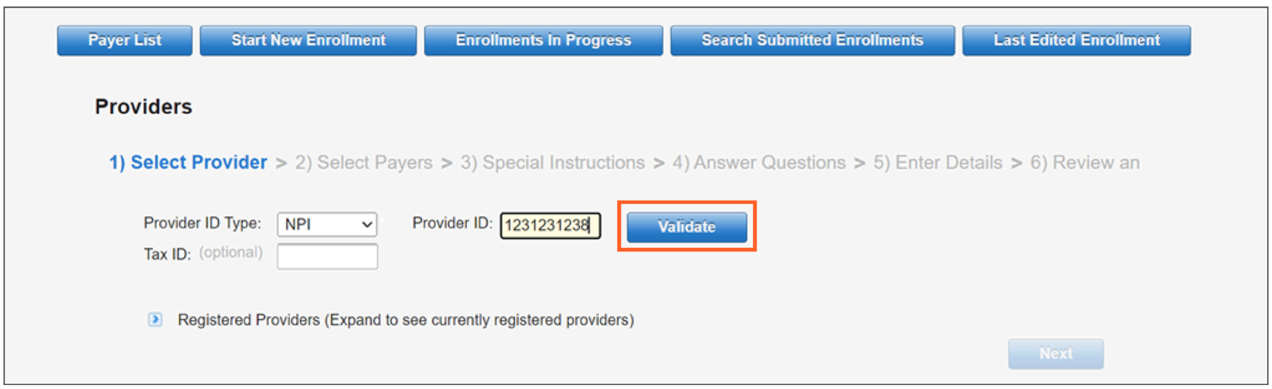
Sample enrollment form

Starting a New Enrollment

1. Click *Start New Enrollment* for the selected Submitter ID.



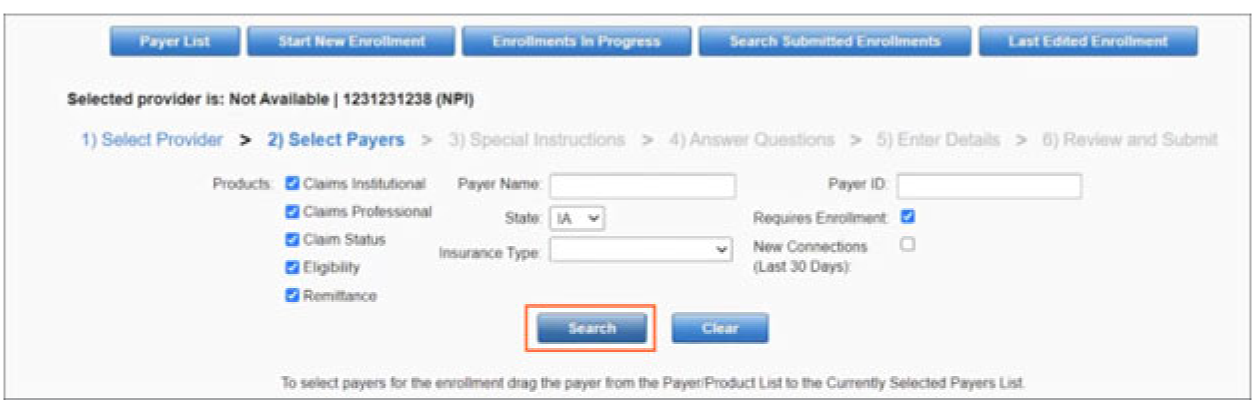
2. Select the *Provider ID type* from the drop-down field and enter the *Provider ID* of the provider you want to enroll and click *Validate*. Click *Next*.



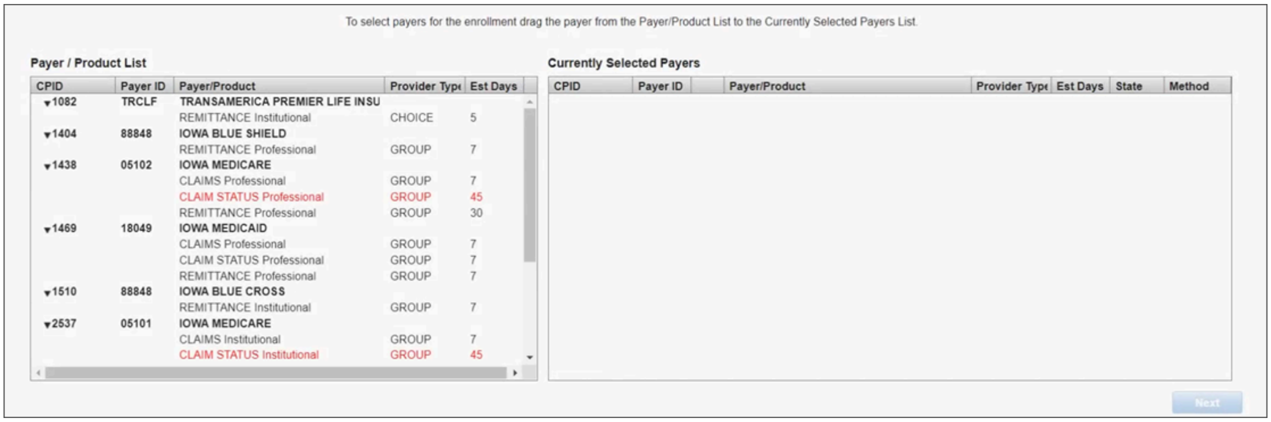
Note:

- If you register providers with Provider Management, you can click the arrow to display the list of registered providers and then select the provider.
- If an error message displays, verify the NPI entered.

3. Enter the search criteria for the payer to enroll the provider with and then click *Search*.



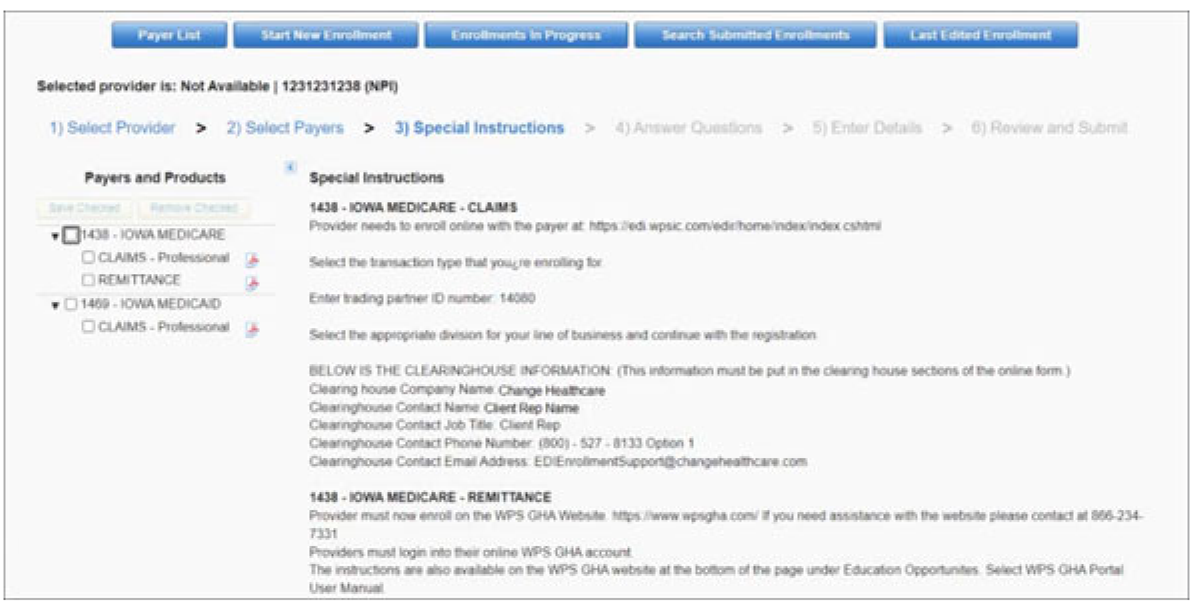
4. Click and drag *all the payers* and *products* you want to enroll the provider with to the Currently Selected Payers list and then click *Next.*



Note:

- Red text indicates that the form is currently not available. Hover over the red text to display a reason.
- Click the *column heading* to sort the list.
- Click the associated *Blue X* to remove a payer or product from the enrollment.

5. Review the Special Instructions for any specific notes or additional steps required by the payers you selected.



Note:

- Red text indicates that the form is currently not available. Hover over the red text to display a reason.

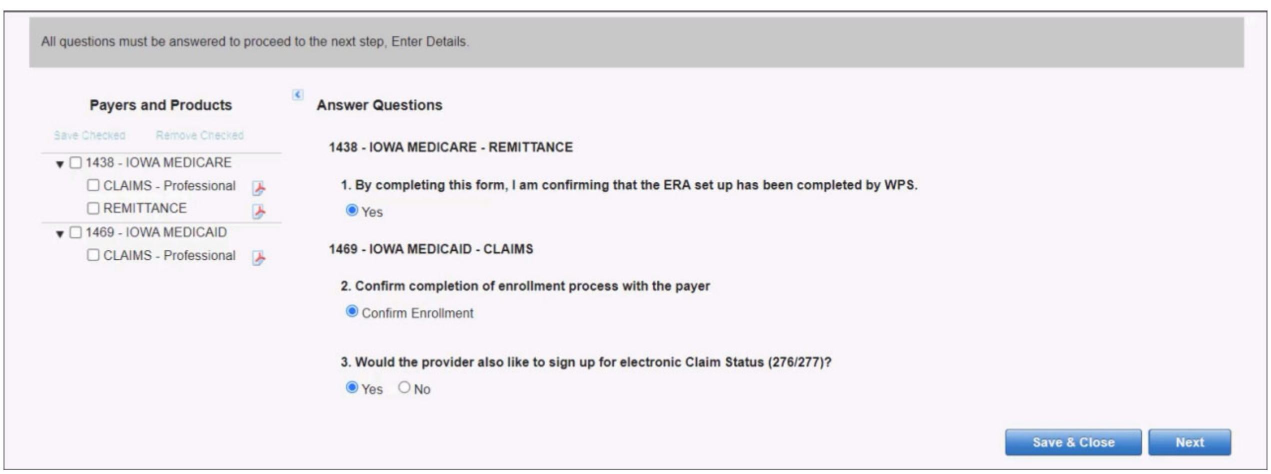
- Click the *column heading* to sort the list.
- Click the associated *Blue X* to remove a payer or product from the enrollment.

6. Review the Special Instructions for any specific notes or additional steps required by the payers you selected.

Note:

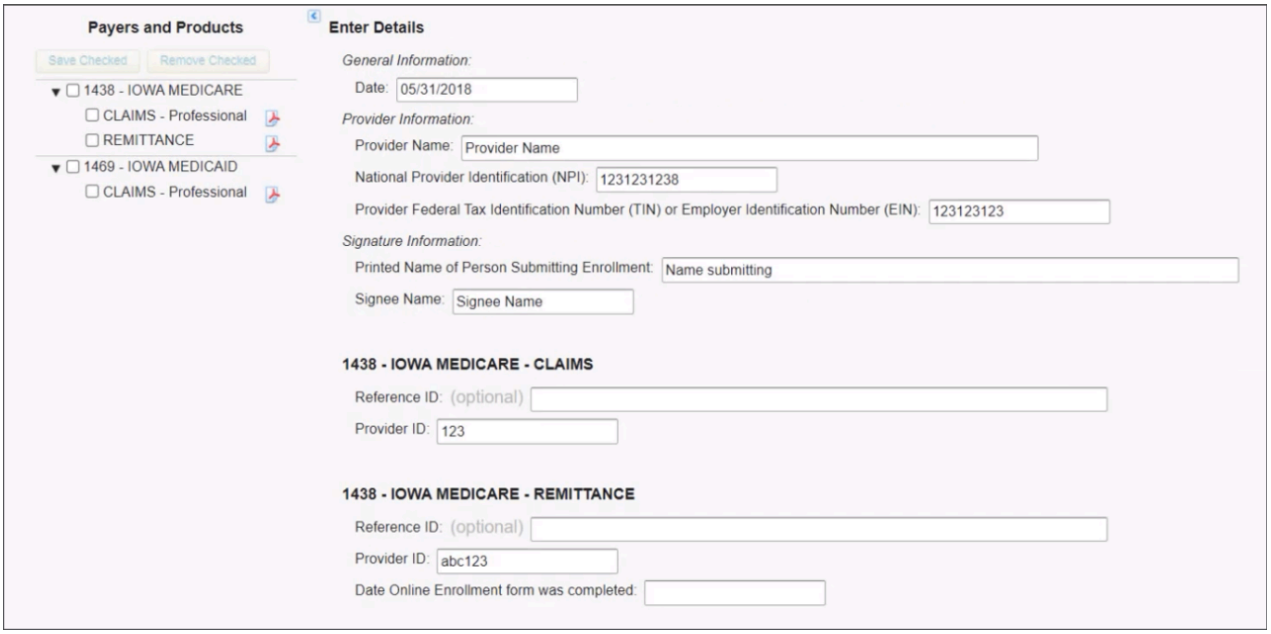
- Click *Save and Close* to save the information and close the enrollment.
- From this point in the process, the work you complete in each step is saved to an enrollment in progress for you to resume at a later time.
- Click *Enrollments in Progress* to access saved enrollments.

7. Answer payer questions to provide the necessary information for the enrollment forms and then click *Next*.



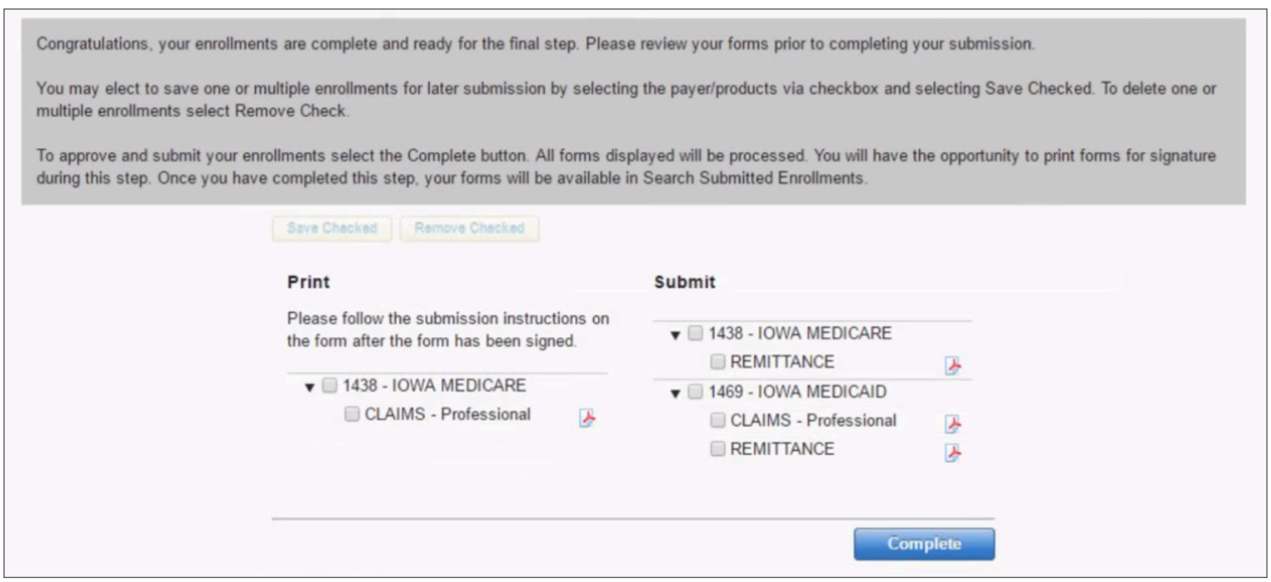
Note: This allows ConnectCenter to determine what the enrollment needs are for the selected payers and to narrow down the information necessary to create all the enrollment forms for you.

8. Enter details about the payers and products required on the enrollment form and then click *Next*.



Note: If you have previously provided information for this provider, some fields may prefill. You can update the information as necessary and it is implied to this enrollment as well as future enrollments.

9. Click the *PDF icon* to review the enrollment forms. Click *Complete* to approve and submit the enrollments.

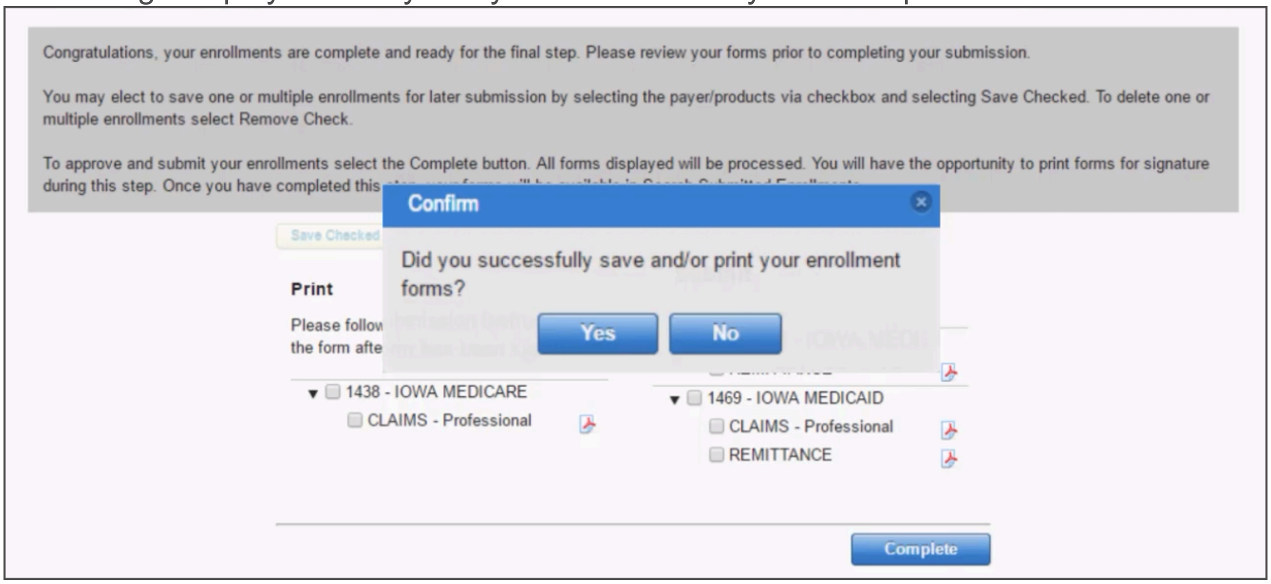


Note:

- The last step in the enrollment process provides one more opportunity to remove or split payers and products from the current enrollment bundle if needed.
- The forms in the Submit column are submitted electronically.
- For the forms in the Print column, a message displays a list of all the forms to be printed.

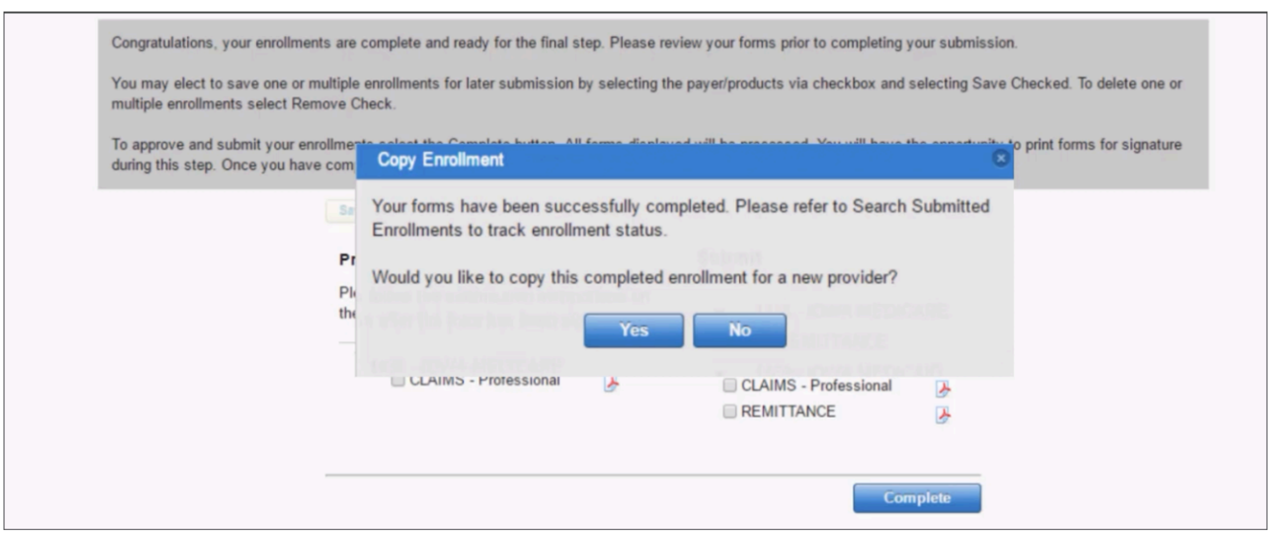
- Select create a separate document for each agreement or create a single document containing all agreements then click *Generate Forms.*
- The system generates the forms into one or more PDF files based on your selection.
- If you choose to have a separate document for each agreement, you must click *Next* to review each document. Click *Done* once all enrollments are printed and submitted.

10. A message displays to verify that you've successfully saved or printed the forms. Click *Yes*.



Note: Click *No* if you did not successfully save and print the forms. Then check the boxes of the forms you want to reprint. Click *OK* and then *Done*.

11. A message displays confirming that the forms were successfully completed and asks if you want to copy the enrollment for a new provider. Click *Yes* if you want to copy the completed enrollment for a new provider, otherwise click *No*. The completed forms are now available in Search Submitted Enrollments.



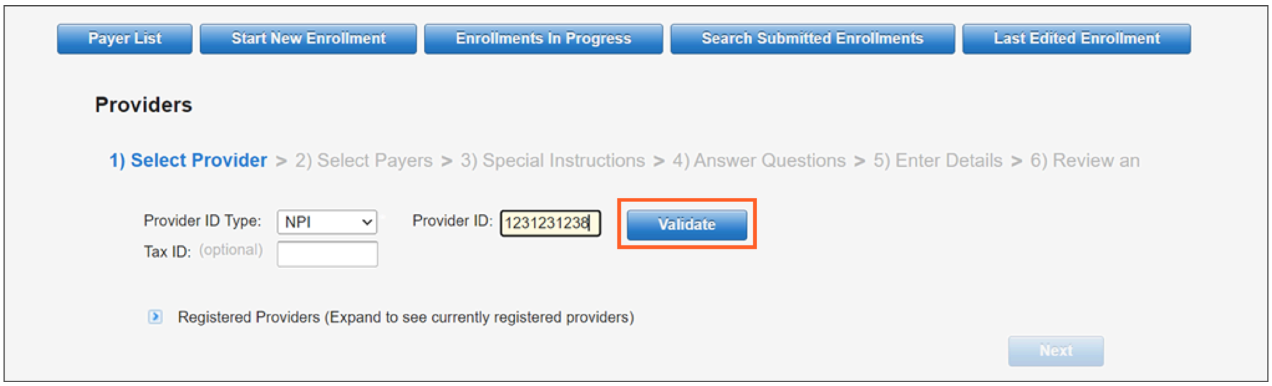
Note: Printed forms must be finalized according to the instructions on the form. For example, some may require signatures.

Copying an Enrollment

Enrollment Central has a copy feature that allows you to save time by setting up multiple providers with the same set of payers.

1. At the end of completing an enrollment for a provider, when the copying enrollment message displays, click *Yes*.

2. Select the *Provider ID type* from the drop-down list and enter the *Provider ID* of the provider you want to enroll and click *Validate*. Click *Next*.



Note:

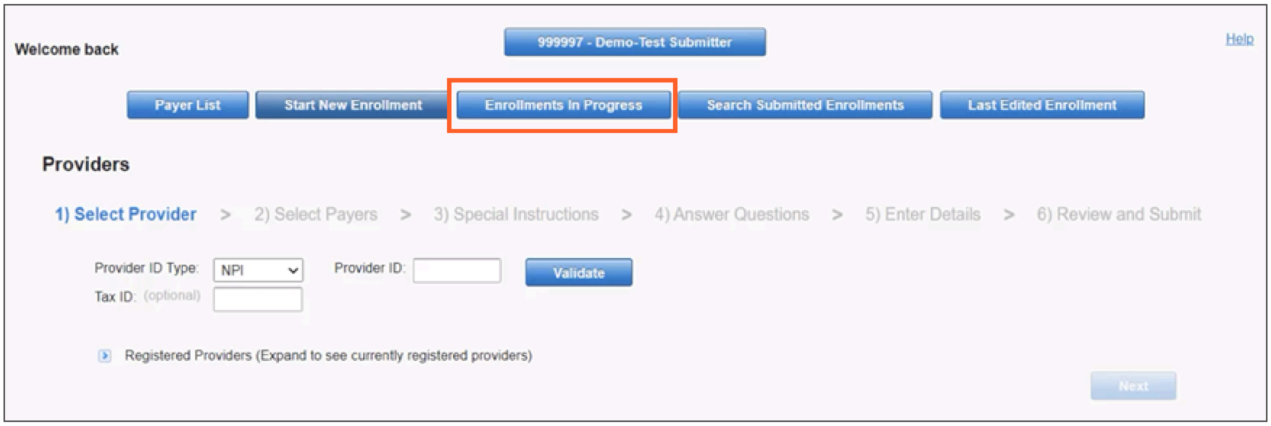
- If you register providers with Provider Management, you can click the arrow to display the list of registered providers and then select the provider.
- If an error message displays, verify the NPI entered.

3. The system created the provider enrollment with the information from the previous form and goes to the answer questions step. Make any necessary changes and complete the enrollment as noted above.

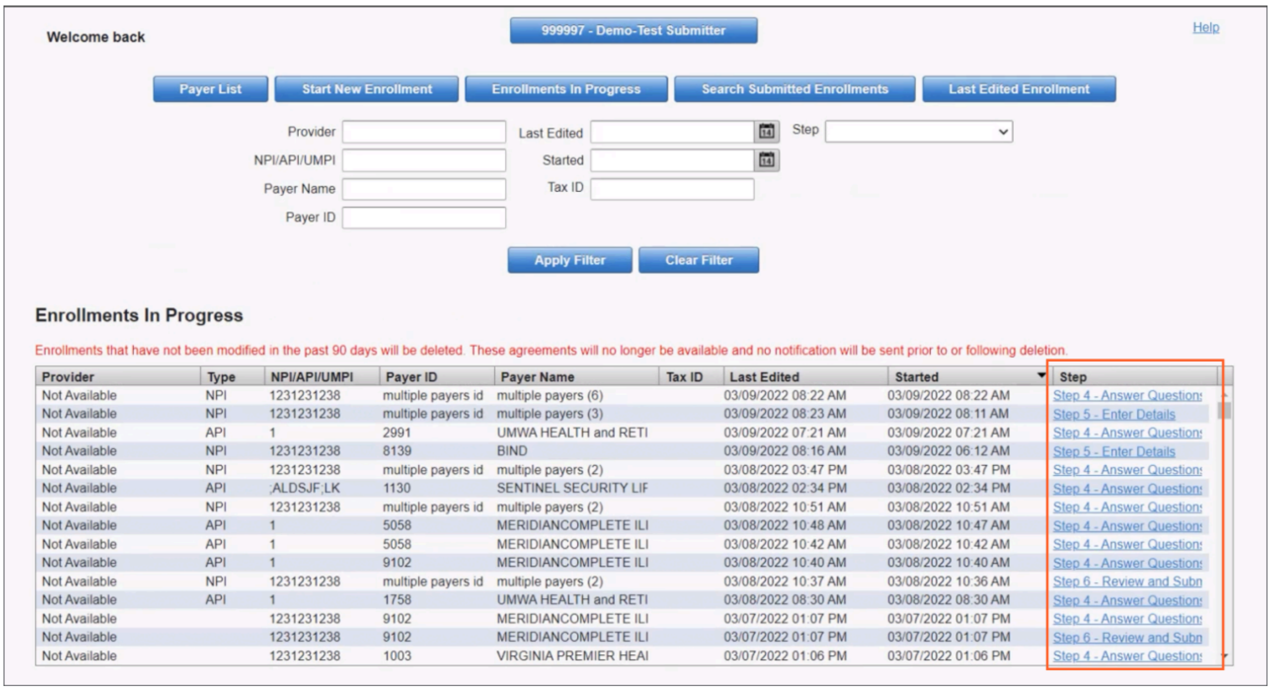
Completing an Enrollment in Progress

Enrollment Central allows you to open and complete an enrollment form from the step where you last saved.

1. Click *Enrollments in Progress* to resume a previously saved enrollment.



2. Complete any of the fields and click *Apply Filter* to filter the results in the list. Click the *step link* to continue the enrollment from where it was last saved.



Note:

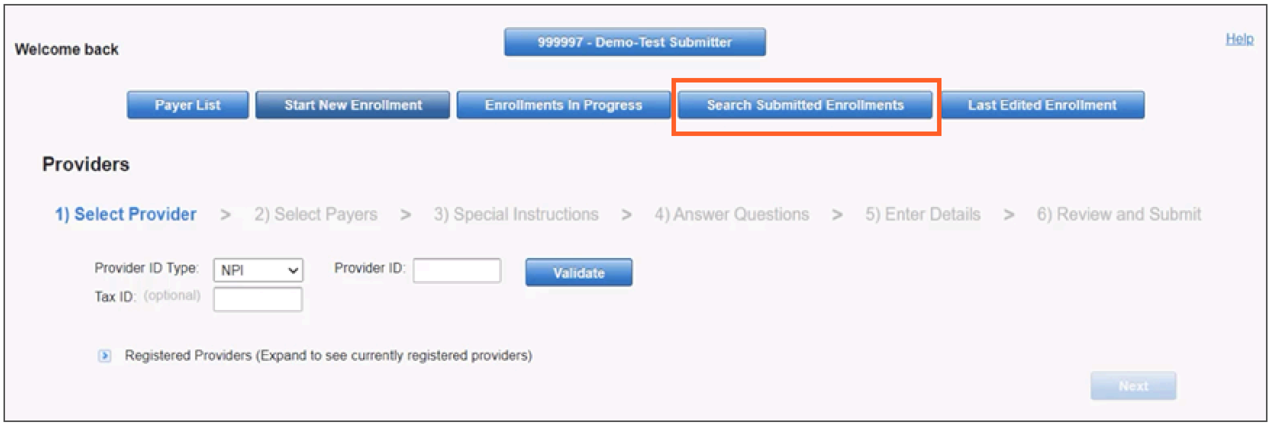
- Click the column heading to sort the list.
- Multiple payers and the number of payers displays in the Payer Name column if the bundle includes more than one payer.

3. The enrollment opens at the step where you last saved. Continue the enrollment process as noted above.

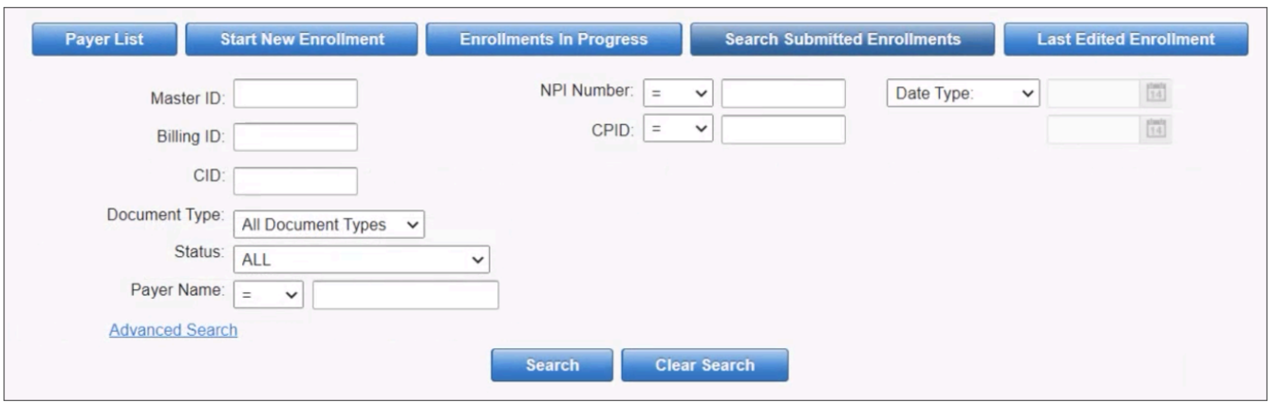
Searching Submitted Enrollments

Enrollment Central also allows you to locate completed enrollments that have been sent to the payer or are waiting for provider signature.

1. Click *Search Submitted Enrollments*.



2. Enter known search criteria and click *Search*.



Note:

- Click *Advanced Search* for additional search fields.
- Some of the fields have drop-downs to apply to the text entered.
  - Equal - the results match exactly what you enter in the field.
  - Not equal - the results will not match what you've entered in the field.
  - LIKE - the results in part will match what you've entered into the field.

3. Review the Status column to see the current processing status of the submitted agreements. Click *View* to download an image of the agreement.

Export Results to CSV

View	Provider	Doc Handle	Notes	Doc Type	Status	Submitter ID	CID	CPID	Submitter Name	Payer Name
	DEMO-TEST SUBMITTER	69559169		Remittance	DENIED-REJECTED	999997		1082	DEMO-TEST SUBMITTER	TRANSAMERICA PREMIER LIFE INSURANCE CO
	DEMO-TEST SUBMITTER	67875617		Remittance	DENIED-REJECTED	999997		1082	DEMO-TEST SUBMITTER	TRANSAMERICA PREMIER LIFE INSURANCE CO
	JANE SMITH	67676089		Remittance	OPEN	999997		1489	DEMO-TEST SUBMITTER	ARKANSAS MEDICAID
	JANE SMITH	67676088		Claims	DENIED-REJECTED	999997		5596	DEMO-TEST SUBMITTER	ARKANSAS BLUE CROSS
	MICKEY MOUSE	69964537		Claim Status	PENDING RECEIPT	999997		1470	DEMO-TEST SUBMITTER	TEXAS MEDICAID
	MICKEY MOUSE	69964536		Remittance	PENDING RECEIPT	999997		1470	DEMO-TEST SUBMITTER	TEXAS MEDICAID
	MICKEY MOUSE	69908156		Claims	PENDING RECEIPT	999997		1443	DEMO-TEST SUBMITTER	RETIRED RAILROAD MEDICARE
	MICKEY MOUSE	69876789		Remittance	OPEN	999997		6733	DEMO-TEST SUBMITTER	IOWA BLUE SHIELD MEDICARE CROSSOVER
	MICKEY MOUSE	69876788		Remittance	OPEN	999997		6672	DEMO-TEST SUBMITTER	IOWA BLUE CROSS MEDICARE CROSSOVER
	MICKEY MOUSE	69876787		Remittance	OPEN	999997		2490	DEMO-TEST SUBMITTER	SOUTH DAKOTA BLUE SHIELD
	MICKEY MOUSE	69876786		Remittance	OPEN	999997		1510	DEMO-TEST SUBMITTER	IOWA BLUE CROSS
	MICKEY MOUSE	69876785		Remittance	OPEN	999997		1404	DEMO-TEST SUBMITTER	IOWA BLUE SHIELD
	MICKEY MOUSE	69861862		Eligibility	DENIED-REJECTED	999997		CMSMED	DEMO-TEST SUBMITTER	CMS MEDICARE ELIGIBILITY
	MICKEY MOUSE	69861861		Eligibility	DENIED-REJECTED	999997		CMSHSP	DEMO-TEST SUBMITTER	CMS MEDICARE ELIGIBILITY
	MICKEY MOUSE	69861860		Eligibility	DENIED-REJECTED	999997		CMSMED	DEMO-TEST SUBMITTER	CMS MEDICARE ELIGIBILITY
	MICKEY MOUSE	69861859		Eligibility	DENIED-REJECTED	999997		CMSHSP	DEMO-TEST SUBMITTER	CMS MEDICARE ELIGIBILITY

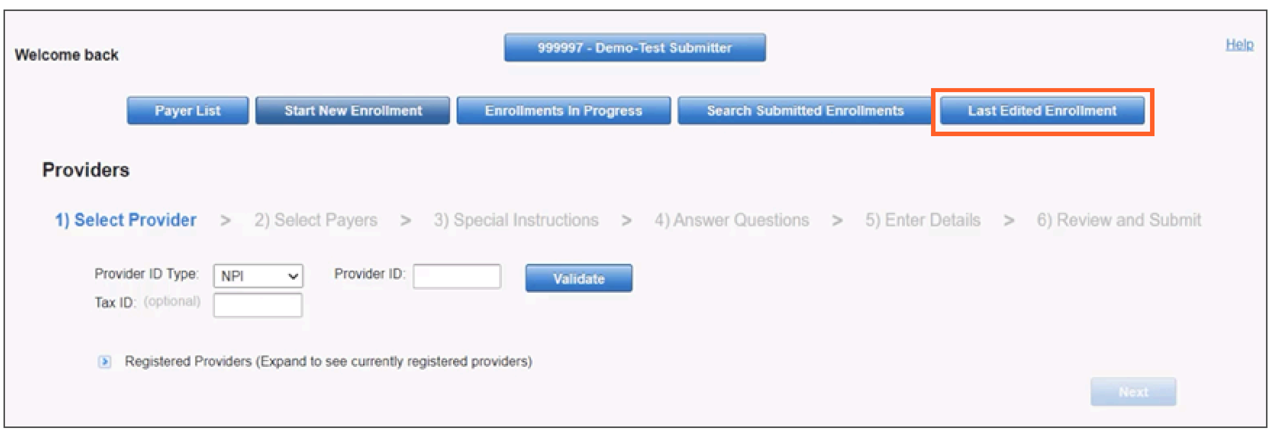
Note:

- Click the *column heading* to sort the list.
- Click the arrow on the right of the headings to select additional fields to display.
- Click *Export Results to CSV* to export the list to a spreadsheet.

Viewing the Last Edited Enrollment

Enrollment Central allows you to go directly to the last enrollment you were working on at the point you saved.

1. Click *Last Edited Enrollment.*



2. The enrollment opens at the step where you last saved. Continue the enrollment process as noted above.