

**May 1, 2023**

### **SUBJECT**

Hennepin Health has launched a new Provider Portal which allows providers to check member eligibility and claim status in real time.

### **PROVIDERS AFFECTED**

All providers serving Hennepin Health members will be able to sign up for access to the Provider Portal through the Change Healthcare ConnectCenter.

### **KEY POINTS**

- Hennepin Health now has a Provider Portal via the Change Healthcare ConnectCenter Portal
- Providers treating Hennepin Health members are now able to use the Provider Portal to easily access claims and member eligibility information

### **BACKGROUND**

Hennepin Health has partnered with Change Healthcare and its ConnectCenter to serve as a Provider Portal for Hennepin Health providers. The ConnectCenter will allow providers to check eligibility and claim status associated with Hennepin Health members.

**To enroll, provider administrators (one per clinic/care system) should request access by emailing: [HennepinHealth.ProviderPortal@Hennepin.US](mailto:HennepinHealth.ProviderPortal@Hennepin.US)**

You will receive an email response within three business days to start the enrollment process.

Once established as the administrator, additional employees can be enrolled to use the Change Healthcare ConnectCenter for eligibility and claim status. As guides for these tools, please reference the following links to Change Healthcare.

- [Getting started with eligibility](#)
- [Getting started with claim status](#)

### **RESOURCES**

- Hennepin Health Member Services: 612-596-1036 (press 2)
- Hennepin Health website: [www.hennepinhealth.org](http://www.hennepinhealth.org)