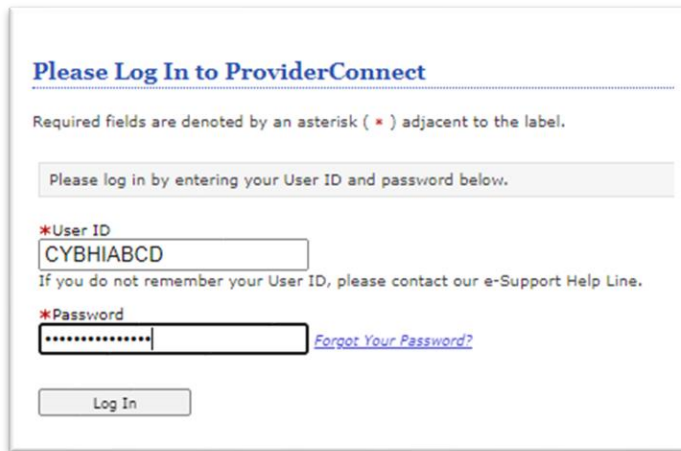


## Exchanging Provider Roster (SPI) and Batch Registration Files in ProviderConnect

**Purpose:** This document outlines the processes for LEA's who will be using ProviderConnect to exchange CYBHI files with Carelon. All files containing live data must be submitted using the following process.

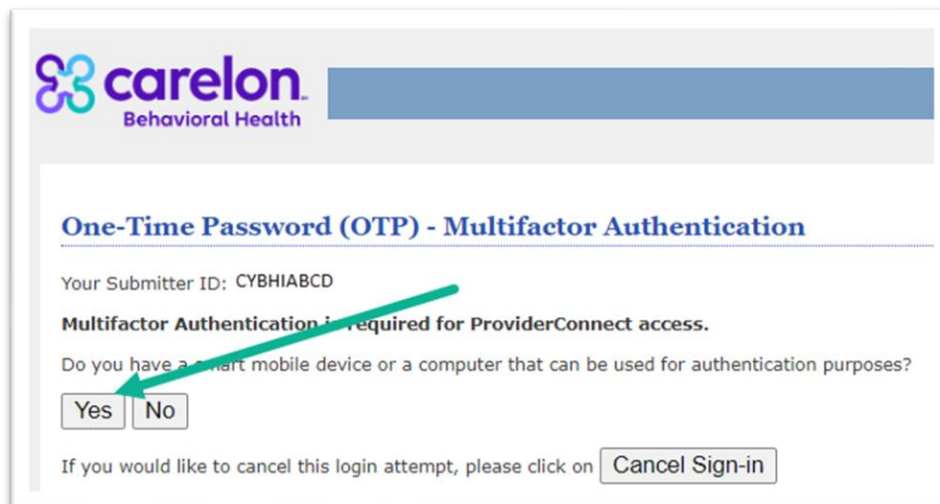
### A. Submitting Files in ProviderConnect:

1. Access the ProviderConnect login page at:  
<https://providerconnect.carelonbehavioralhealth.com/pc/eProvider/providerLogin.do>
2. Enter in the *User ID* and *Password* provided by Carelon and then click the *Log In* button.



The screenshot shows the login page titled "Please Log In to ProviderConnect". It includes a message: "Required fields are denoted by an asterisk ( \* ) adjacent to the label." Below this is a text box with the instruction: "Please log in by entering your User ID and password below." There are two input fields: "\*User ID" containing "CYBHIABCD" and "\*Password" with masked characters. A link "Forgot Your Password?" is next to the password field. A "Log In" button is at the bottom.

3. On the next screen, click on the *Yes* button to initiate the process of setting up your multifactor authentication (MFA).



The screenshot shows the "One-Time Password (OTP) - Multifactor Authentication" screen. It features the Carelon Behavioral Health logo at the top left. The main heading is "One-Time Password (OTP) - Multifactor Authentication". Below the heading, it says "Your Submitter ID: CYBHIABCD" and "Multifactor Authentication is required for ProviderConnect access." The question is "Do you have a smart mobile device or a computer that can be used for authentication purposes?" with "Yes" and "No" buttons. A green arrow points to the "Yes" button. At the bottom, there is a "Cancel Sign-in" button.

**Please Note:** If you do not have access to a mobile device or computer that can be used for authentication purposes, click on *No* and a security code may be emailed to the email address on file for the ProviderConnect account being used. If you have the code emailed to you, skip to Step 7 below.

4. Follow the directions for Step 1, which will help you download the authentication application.


**Step 1**

Please start your mobile device's or computer's Authenticator app.


For those users who do not have an Authenticator app installed, please do one of the following:

For mobile device users, please do one of the following:

1. Scan the QR code below that is associated with your mobile device to install 'Google Authenticator' on your mobile device.



PlayStore



App Store

OR

2. You can manually download and install 'Google Authenticator' on your mobile device.
  1. Start your Apple App store or Google Play store app on your mobile device.
  2. Search for 'Google Authenticator' in your store app.
  3. Click 'Install' button.
  4. Follow install prompts to complete installation.

**PLEASE NOTE:** If you are using Authy Desktop App for multi-Factor authentication, the product will reach End-of-Life effective March 19, 2024. We recommend you switch to using Authy Mobile App or Google Authenticator. Should you have questions, call eSupport at 888-247-9311 to reset your MFA information.

5. After downloading the authentication application, open it up and scan the QR code displayed in the instructions for Step 2. Once your authentication app displays your code, click on the *Next* button.

**Step 2**

Open your authenticator app and scan the below QR code (or copy and paste the secret key into your app) to receive verification code to help login to ProviderConnect.

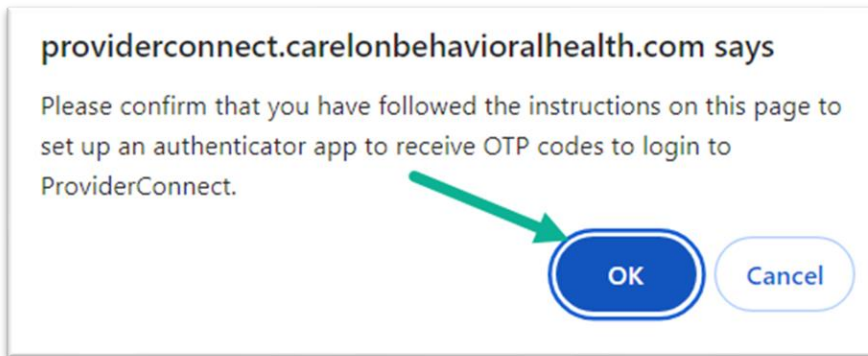


**Secret Key:** 2EXQ5EQU7XD4WBHOO15RGLWYOY07W3OJ

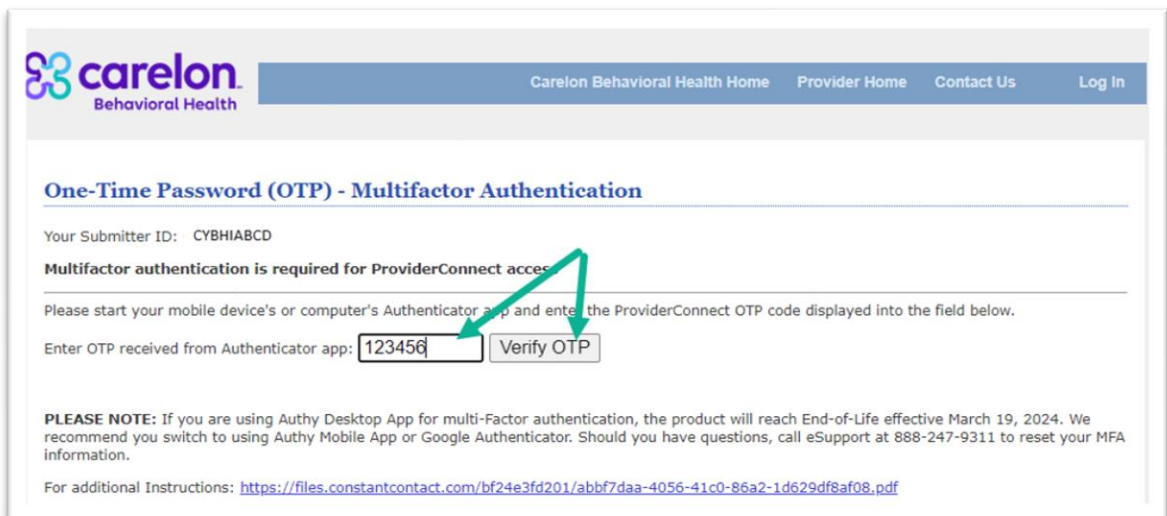
Note: If your Authenticator app cannot read the QR code, please get the 'Google Authenticator' app.

Please click 'Next' to continue once the QR Code has been scanned or the Secret Key entered into your Authenticator app.

- You will receive a popup window. Click *OK* to indicate you have followed the instructions for MFA setup Steps 1 and 2 above.

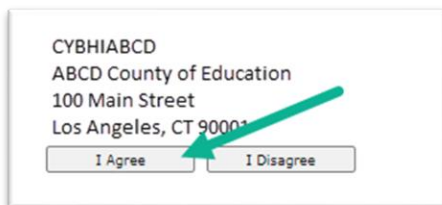


- On the following page, enter in the code from your authentication app or email and then click on the *Verify OTP* button.

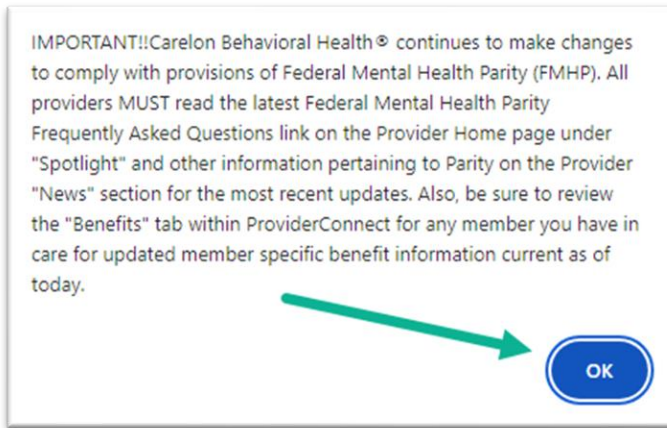


Please Note: If you have any questions or concerns about setting up your MFA, please contact our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at [e-supportservices@carelon.com](mailto:e-supportservices@carelon.com).

- After verifying your authentication code, you will be directed to the ProviderConnect user agreement page. After reviewing the user agreement, scroll to the bottom of the page and click *I agree*.



- A popup window will appear. Click OK to proceed to the next page.



- On your first login, you may be directed to the *Modify Profile* page screen. Review the details entered into the form and make updates to any required fields (marked by \*). Once updates are completed, click on the *Update Profile* button.

**Modify Profile**

Required fields are denoted by an asterisk ( \* ) adjacent to the label.

This page contains your information. To protect your privacy, do not walk away from your computer while this information is being displayed. We recommend you close your web browser when you a browser.

Provider ID: CYBHIABCD  
 Provider Name: ABCD County of Education  
 Tax ID: [ ]

The following form is pre-filled with your Profile information. You can modify any of this information by simply entering new information and pressing the Update Profile button. When you press this

**Editable Profile Details**

\*ProviderConnect E-Mail Address: jsmith@abcdcoe.org  
 \*Verify ProviderConnect E-Mail Address: jsmith@abcdcoe.org  
 Secondary ProviderConnect E-Mail Address: [ ]  
 \*Phone No (1): 7603125819 Ext: 4072  
 Fax Number: [ ]  
 \*Password: [ ]  
 \*Confirm New Password: [ ]  
 \*Security Question: What is your zip code?  
 \*Answer to Security Question: 90001

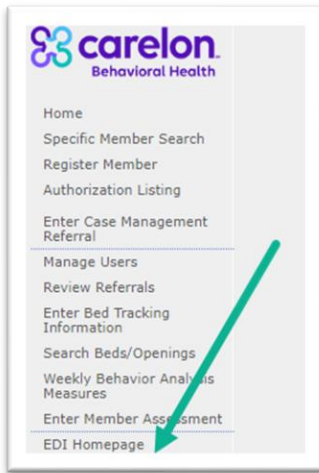
Password must be between 8 and 20 characters long, must contain at least one number (0-9), one upper case letter (A-Z), one lower case letter (a-z), one of these special characters ( ! # \$ % & \* ) is case-sensitive.

Would you like to request additional services? Following are the services available with indication of the services you are currently registered for. To request additional items, check the appropriate checkbox.

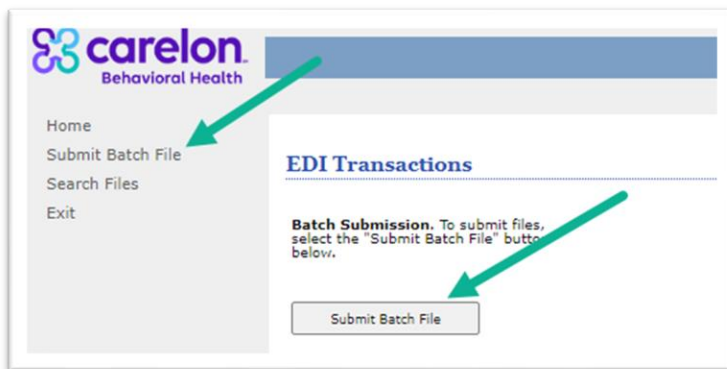
Claims Inquiry   
 Claims Submission   
 Email Notification  Click to receive Email Notifications from Carelon Behavioral Health  
 \*Use ProviderConnect Message Center to communicate with members?  Yes  No

Update Profile

11. Along the lefthand column, click on the *EDI Homepage* hyperlink.



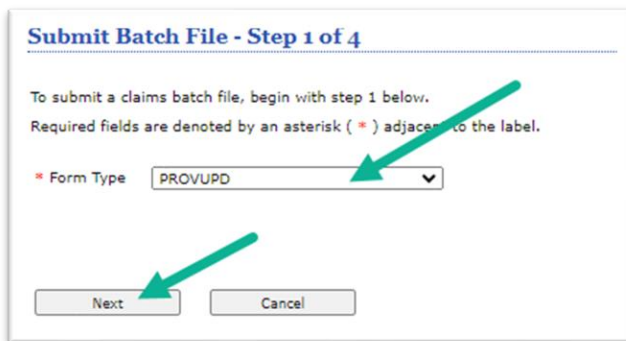
12. On the EDI Homepage, click on the *Submit Batch File* button or click the matching link in the lefthand column.




13. On the Submit Batch File – Step 1 of 4 page, in the *Form Type* field, select:

- a. PROVUPD if you are submitting a provider roster (SPI) file.
- b. BATCHREG if you are submitting a batch registration file.

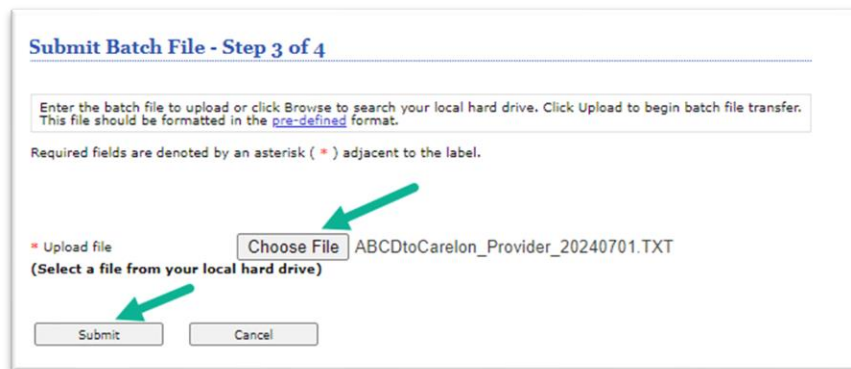
After making your selection, click the *Next* button.



14. On the Submit Batch File – Step 2 of 4 page, there are no questions to answer so click on *Next*.



15. On the Submit Batch File – Step 3 of 4 page, click the *Choose File* button and navigate to where your file is located on your computer to select your file. After your file is successfully attached, click *Submit*.



16. On the Submit Batch File – Step 4 of 4 page, you will receive confirmation that the file was submitted successfully. Click on the *EDI Home* page button to return to the EDI homepage.



17. On the EDI homepage, under the *Previous Batch File Submissions* heading, you will find a list of all files that you have previously submitted through ProviderConnect. In this section, you will see the Submission #, Result, Date Received, and Form #.

**Previous Batch File Submissions**

Submission #	Result	Date Received	Form #
<a href="#">0245028050</a>	Passed Validation	Wed May 08 09:46:22 EDT 2024	PROVUPD

**Please Note:** You may have to return to the ProviderConnect homepage and then visit the EDI homepage in order to see your recently submitted files.

## B. Downloading Response Files in ProviderConnect:

1. When your response files are ready for downloading, log back into ProviderConnect and return to the EDI homepage, using the instructions detailed in Section A above.
2. On the EDI homepage, under the *Incoming Files* heading, you will see a list of all response files available for you to download. In this section, you will find details for File Name, Date Posted, and File Size.

Incoming Files		
File Name	Date Posted	File Size
<a href="#">CarelontoBRUH_Provider_RespAckn_Test_20240508.csv</a>	Wed May 08 12:35:19 EDT 2024	899
<a href="#">CarelontoBRUH_Provider_RespErr_Test_20240508.csv</a>	Wed May 08 12:35:07 EDT 2024	6856
<a href="#">0245028050RA_050224_09_58_49.txt</a>	Thu May 02 09:59:12 EDT 2024	6914
<a href="#">0245028050RR_050224_09_58_49.txt</a>	Thu May 02 09:59:09 EDT 2024	16485

3. Click on the link for the file you would like to download to be directed to the *View Incoming Files* page. Click on the link for the file name that you would like to download. The file will be available for you to access based on your browser's settings (i.e. your Downloads folder).

View Incoming Files			
To download a file: Click on the file name, the download will automatically begin and you will be prompted as to whether you received your file or not. Each file will remain on o			
To delete a file: Click the box next to the file name, and then click the "Delete" link found at the bottom of the page. To delete all files, click the top box and then click the "C			
Select Files	File Name	Date Posted	Size
<input type="checkbox"/>	<a href="#">CarelontoBRUH_Provider_RespAckn_Test_20240508.csv</a>	05/08/2024 12:35:19 PM	899
<input type="checkbox"/>	<a href="#">CarelontoBRUH_Provider_RespErr_Test_20240508.csv</a>	05/08/2024 12:35:07 PM	6856
<input type="checkbox"/>	<a href="#">0245028050RA_050224_09_58_49.txt</a>	05/02/2024 09:59:12 AM	6914
<input type="checkbox"/>	<a href="#">0245028050RR_050224_09_58_49.txt</a>	05/02/2024 09:59:09 AM	16485

Delete

**Please Note:** As you accumulate incoming files, you can delete older files by clicking on the checkbox next to the filename(s) that you'd like to delete and then clicking on the Delete button.

View Incoming Files			
To download a file: Click on the file name, the download will automatically begin and you will be prompted as to whether you received your file or not. Each file will remain on o			
To delete a file: Click the box next to the file name, and then click the "Delete" link found at the bottom of the page. To delete all files, click the top box and then click the "C			
Select Files	File Name	Date Posted	Size
<input type="checkbox"/>	<a href="#">CarelontoBRUH_Provider_RespAckn_Test_20240508.csv</a>	05/08/2024 12:35:19 PM	899
<input type="checkbox"/>	<a href="#">CarelontoBRUH_Provider_RespErr_Test_20240508.csv</a>	05/08/2024 12:35:07 PM	6856
<input type="checkbox"/>	<a href="#">0245028050RA_050224_09_58_49.txt</a>	05/02/2024 09:59:12 AM	6914
<input type="checkbox"/>	<a href="#">0245028050RR_050224_09_58_49.txt</a>	05/02/2024 09:59:09 AM	16485

Delete