

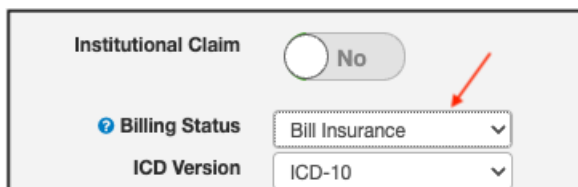
eProviderSolutions (ePS) Claim Scrubbing

Last modified on 02/21/2025 9:31 am EST

If you are utilizing eProvider Solutions (ePS) as your clearinghouse, your claims will now have a pre-scrubbing before being submitted to the payer. This scrubbing will alert you to any missing information or errors in the claim in real-time so they can be corrected without waiting for the actual submission.

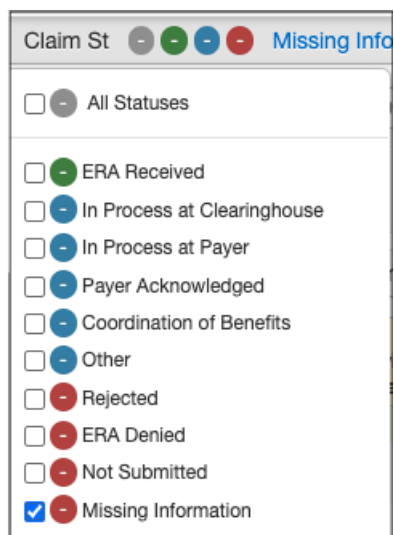
Here is how it works:

1. When you update a claim status to any of the submission statutes (Bill Insurance, Bill Secondary Insurance, Resubmit Claims), the DrChrono system will scrub the claim using the same parameters that ePS uses.



The screenshot shows a form for an Institutional Claim. At the top, there is a toggle switch for 'Institutional Claim' which is currently set to 'No'. Below this, there are two dropdown menus: 'Billing Status' is set to 'Bill Insurance' and 'ICD Version' is set to 'ICD-10'. A red arrow points to the 'Billing Status' dropdown menu.

2. If any issues are found, the status of the claim will update to "Missing Information: [Reason]". You will be able to see this real-time information under the Claim Status tab in your Live Claims Feed.



The screenshot shows a 'Claim St' filter menu. It lists various claim statuses with corresponding colored circles: ERA Received (green), In Process at Clearinghouse (blue), In Process at Payer (blue), Payer Acknowledged (blue), Coordination of Benefits (blue), Other (blue), Rejected (red), ERA Denied (red), Not Submitted (red), and Missing Information (red). The 'Missing Information' status is selected, indicated by a blue checkmark in the checkbox.

If you open the claim, you will see the exact reason for the rejection so it can be addressed before the claim submission to the clearinghouse and payer. Having this information quickly will increase your clean claims rate and help speed up your claims reaching the payer so they can be processed promptly.