Submitting Auto Accident Claims through DrChrono

Last modified on 01/20/2026 11:18 am EST

Carisk Partners (fka iHCFA) is a clearinghouse specifically used to bill claims to Workers' Compensation and Auto Accident payers.

One difference with Carisk (fka iHCFA) (compared with regular clearinghouses such as Change Healthcare (fka Emdeon) or TriZetto) is that claims sent out via DrChrono to Carisk (fka iHCFA) will include the **locked** clinical note associated with the appointment. Any unlocked clinical note will not be sent. Clinical notes are required by WC/AA payers when reviewing claims for payment.

If you will be submitting Auto Accident Claims and need this feature turned on, please reach out to your Account Manager or support and they can assist.

Using Carisk Partners (fka iHCFA)

To submit claims through Carisk to payers, the AA payer information (including payer ID - listed on the link below) should be completed in the appropriate AA tabs under the patient demographics. Filling out as much information as you have will limit the number of rejections/rework needed in order to get the claim processed and paid.

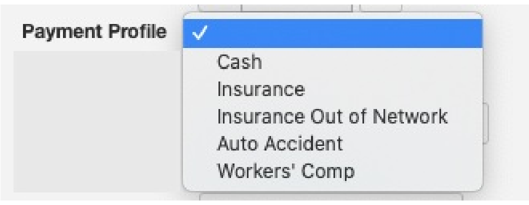
Only **locked** clinical notes will be sent to the payer. The claim will still be submitted if it is not locked, but notes will not be sent. The payer most likely will reject the claim, asking for clinical notes. Having it locked before submission will eliminate a delay in processing due to the lack of clinical notes.

How to submit a claim through Carisk Partners (fka iHCFA)

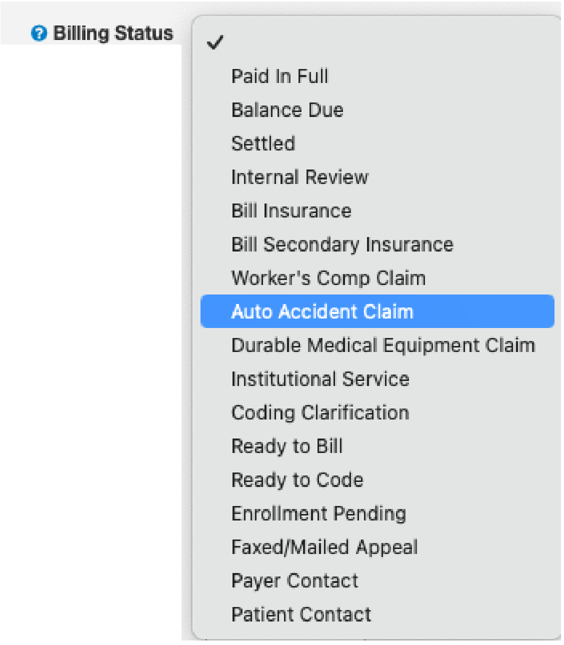
Submitting auto accident claims through Carisk is simple. Just make sure that you've contacted either your Account Manager or Support and have the feature turned on for your account.

Once it is turned on, just fill in the payer information under the auto accident tab in the patient's demographic section. Filling out the fields as completely as possible will assist in getting your claim processed without delay.

For each appointment, just make sure the payment profile is listed as "Auto Accident" within the patient appointment so the system will know which tab to pull applicable payer information.



When you are ready for the claim to be submitted, select Billing Status **Auto Accident Claim.** The claim will be captured and submitted with the following file submission through Carisk Partners (fka iHCFA) to the Auto Accident payer.



Claims Submission

Claim files are submitted to Carisk Partners (fka iHCFA) at 7 pm PST 7 days per week, including holidays and/or weekends.

Following a claim through submission

Claims will follow the same process you are used to with medical claims. The log will capture when the claim was submitted to the payer (via a status change to Auto Accident Claim). Any responses that are received electronically will appear posted in the appointment as usual. If the payer is not set up to send electronic responses, you will receive a paper remit at the address they have on file for your office.

Receiving payment from the payer

If the payer is set up to send EFT (Electronic Funds Transfer or direct deposit), and you have set it up with them directly, that is how you will receive payment on your claims. If they do not offer the service or if you don't set it up with them, you will receive payment directly from the payer via U.S. postal mail.

Cost to use Carisk Partners (fka iHCFA)

Each claim submission will be charged $1.50.

Other items of interest:

- Carisk (fka iHCFA) payer list - WC / AA payer list