

How to manually upload an ERA

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While many of your ERAs (835 file or electronic remittance advice) will flow seamlessly from the payer, through the clearinghouse, and into your DrChrono account, there may be an instance when you may need to manually upload an ERA into your account.

The directions below will show you how this can be easily done. Whether you obtain the 835 file(s) from the payer directly or through a 3rd party site such as Availity, each can be uploaded using the same steps.

- Navigate to Billing > Remittance Reports

The screenshot shows a navigation menu with three main sections: Billing, Account, and Marketplace. Under the Billing section, there is a sub-section titled 'BILLING' which includes several options: Billing Summary, Live Claims Feed, Patient Payments, Day Sheet, Transactions, Remittance Reports (highlighted in blue), Unmatched ERAs, Insurance Credit Card Payments, Accounts Receivable, Patient Statements, Product/Procedure, Patient Balance Ledger, Fee Schedule, Underpaid Items, Adjustment Master, Sales Tax, and Billing Log.

- Select Upload ERA

The screenshot shows the 'Remittance Reports' interface. At the top, there is a search bar containing 'Remittance Reports'. Below this is a filter bar with several dropdown menus: 'ERA & EOB', 'Trace #', 'Posted Date', 'From', 'Patient', and 'Insurance'. At the bottom of the interface, there are five buttons: 'Export', 'Print', '+ Add EOB', '+ Add EOB Batch', and 'Upload ERA'. The 'Upload ERA' button is highlighted with a red box.

- Upload the ERA/835 file(s) by clicking on the green **Select** button and selecting the file(s). Up to 5 files can be selected and uploaded at once.

Upload ERA



Select ERA Files

 Select

Up to 5 plain text files are allowed

ERAs to upload

 Upload

- Once the file(s) are selected, click on the blue **Upload** button.

Please note - typically there is a delimiter added to the end of the file name by the payer. Usually, the delimiter symbol is an asterisk (*) and/or a tilde (~). If the payer uses a different symbol, the file may not upload. Try removing the delimiter and replacing it with an asterisk (*) or tilde (~) and try again. That should allow the file to process appropriately.

Here is a [link](#) to a video that will walk you through Unmatched ERAs.
