Submitting Worker's Comp Claims through DrChrono

Last modified on 09/28/2026 1:45 pm EDT

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

One difference with Carisk (fka iHCFA) 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.

Using Carisk Partners (fka iHCFA)

To submit claims through Carisk to payers, the WC accident payer information (including the payer id - listed on the link below) should be completed in the appropriate WC tab 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.

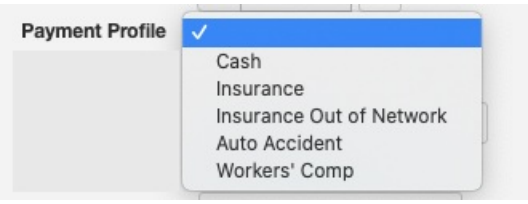
Only **locked** clinical notes will be sent to the payer. The claim will still be submitted if it is not locked, but notes will not be sent. The payer most likely will reject the claim, asking for clinical notes. Having it locked before submission will eliminate a delay in processing due to the lack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

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

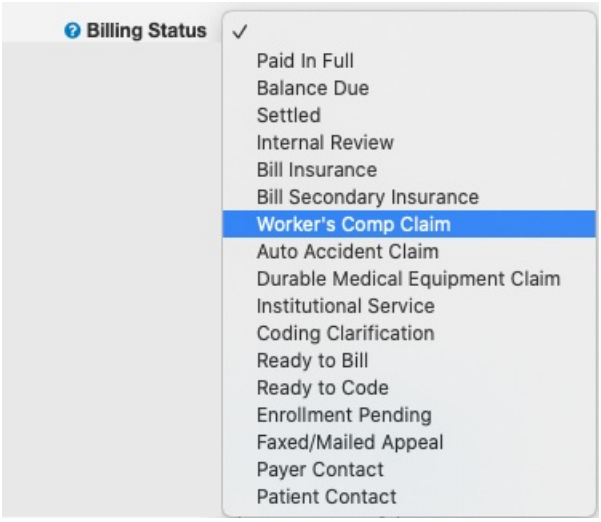
Submitting workers' comp claims through Carisk is simple. Just ensure you've contacted Support and have the feature turned on for your account.

Once it is turned on, just fill in the payer information under either the workers' comp 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 "Workers' Compensation" within the patient appointment so the system will know to which tab to pull applicable payer information.



When you are ready for the claim to submit, select Billing Status **Worker's Comp Claim**, depending on the claim you are billing. The claim will be captured and submitted with the next file submission through Carisk Partners (fka iHCFA) to the Worker's Comp payer.



Claims Submission

Claim files are submitted to Carisk Partners (fka iHCFA) at 7 pm EST / 4 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 Workers' Comp Claim. Any responses 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) can support 2 WC carriers if a patient has multiple work comp injuries that are being sent to different payers.
- Carisk (fka iHCFA) payer list - WC / AA payer list