

# Searching Enrolled Payers First

08/27/2024 11:47 am EDT

## Searching Enrolled Payers

In DrChrono you have the ability to prioritize the payers you are enrolled with so that they are brought to the top of the list when searching for insurance payers.

In the image below, there are several options for the payer being searched. If the desired payer is not at the top of the list, we can enable a setting so that your preferred payers show at the beginning of the list, making them easier to find.

In this article, we will look at enabling the setting to search enrolled payers first and adding payers to prioritize the list.

Important Demographics Insurances Eligibility Authorizations Smoking Status Flags Balance onpatient Payments

✓ Sufficient patient demographics to bill insurance.

Primary Ins Secondary Ins Tertiary Ins Auto Accident Worker's Comp Durable Med Eqpt

Primary Insurance Save to Insurance History Patient Insurance History

Subscriber is the Patient  Insured person is the same person as the Patient

Insurance Company  \*contact support if you can't find an insurance company.

|                                |  |
|--------------------------------|--|
| Carrier Payer ID               | 60054: Aetna<br>PO Box 981106, El Paso, TX 79998   |
| TPL Code                       | PRNT1682: Aetna<br>Aetna P.O. Box 13441, Pensacola, FL 32591   |
| Insurance ID Number            | PRNT1914: Aetna<br>Aetna P.O. Box 14079, Lexington, KY 40512-4079  |
| Insurance group name           | 60054: Aetna KY<br>P.O. Box 14079, Lexington, KY 40512-4079  |
| Insurance group number         | PRNT873: AETNA PPO   |
| Insurance plan name            | AETNA PPO p.o box 981106, El paso, TX 79998  |
| Insurance plan type            | 13383: Orthonet- Aetna<br>Claims M.D PO BOX 1177 , PECOS, NM 87552   |
| Insurance claim office number  | 26337: Aetna - IL Medicaid<br>PO BOX 66545 , Phoenix, AR 85082   |
| Number visits allowed per year | 34734: Aetna Better Health Inc.  |
| Card issued date               | 38692: Aetna TX Medicaid & CHIP<br>P.O. Box 569150 , Dallas, TX 75356-9150   |
| Primary Insurance Notes        | 50023: Aetna Better Health of Ohio<br>128KS: Aetna Better Health of Kansas<br>42130: Aetna Better Health of Nebraska<br>128MO: Aetna Better Health of Missouri |

## Set-Up for your account

1. Go to Account > Provider Settings.

2. Click on the **Medical Billing** tab.

**Account Settings**

Profile General Email **Medical Billing** eRx Info Services Usage My Billing Sample Data Security Patient Payments

**Medical Billing**

Default Billing Provider

Billing NPI  Required for eRx & billing. Group NPI can be same as rendering NPI #

Rendering Provider NPI  Individual Provider NPI #. Leave blank if the same as billing NPI

Practice Official Name

Practice Tax ID

CLIA Number  Optional: For CLIA certified labs

CLIA # Expiration  Optional: Expiration date of CLIA #

Billing Taxonomy Code  Optional: Leave blank to let the system choose

Rendering Taxonomy Code  Optional: Leave blank to let the system choose

Individual Medicare PTAN

Group Medicare PTAN

Individual BCBS Number

Group BCBS Number

3. Scroll down to the **Miscellaneous** section. Check the **Search Enrolled Payers First** box and **Update Entire Profile**.

**Miscellaneous**

Default ICD Code Version   The default icd version (icd-9 or icd-10) for new created appointment

Copying billing respects provider  "Copy Last Billing" in billing profiles dropdown and "Auto Copy Procedures" copy billing data from the last appointment scheduled by you.

Copy Proc From Pt's Last Appt  Auto copy procedures from patient's last appointment when scheduling a new professional appointment (won't take effect when new appointment is having billing profile attached).

Copy Dx From Pt's Last Appt  Auto copy diagnosis from Patient's last appointment when scheduling a new professional appointment.

Copy Dx From Pt's Problem List  Auto copy diagnosis from patient problem list when scheduling a new professional appointment (won't take effect when Copy Diagnosis From Patient's Last Appointment is checked).

Auto Set Problems  Automatically adds ICD10 codes to patients problem list when appointment is created or edited

Auto Set Billing Status  Change the billing status to "Paid in full" and "Balance due" when ERA is received

Change the billing status to "Paid in full" and "Balance due" from billing screen

Change the billing status to "Paid in full" and "Balance due" when patient's payment is applied

Change the billing status to  when the note is locked and the billing status is blank. Only custom billing statuses are supported.

Balance Writeoff   Auto-write-off patient balance when claim is changed to "Settled"

Auto-write-off insurance balance when claim is changed to "Settled"

Default Patient Payment Profile

Include patient problems in clinical note

**Search Enrolled Payers First**  Prioritize enrolled payers in insurance section of patient demographics

Auto-populate claims with referring/ordering provider if blank

# Adding Payers

1. To add a payer go to **Billing > Insurance Setup**.
2. Click **+New EDI Enrollment**.

Insurance Setup → [+ New EDI Enrollment](#)

**Required info for Provider**

All of this info should be in the system. If it's missing we cannot submit billing for the Healthcare Provider.

|  |  |
|--|--|
| <b>Organization Name:</b>                | Dr. Nick's Walk-In Clinic  |
| <b>Tax ID:</b>                           | 123456789  |
| <b>Billing NPI:</b>                      | 1234567890   |
| <b>Rendering Provider NPI:</b>           | 5555555555   |
| <b>DEA #: (optional)</b>                 | None   |
| <b>Legacy Blue Shield ID: (optional)</b> |  |
| <b>Legacy Blue Cross ID: (optional)</b>  |  |
| <b>Legacy Medicaid ID: (optional)</b>    |  |
| <b>Emdeon Go-Live Date:</b>              | None *drchrono staff has to set this up once all other work is done. |

[Enrollments for](#)

3. Click **+Add New Payer**.

EDI Enrollment

**Springfield General Practice**  
225 Schilling Circle  
21212, MD, Baltimore, US

| Payer ID | Payer name                               | NPI                  | Tax ID        | Claim Status | ERA Status  | Eligibility Status | Note from support |
|----------|--|----------------------|---------------|--------------|-------------|--------------------|-------------------|
| 87726    | UnitedHealthcare                         | Group NPI Number     | Tax ID Number | Unsubmitted  | Unsubmitted | Approved           |                   |
| 87726    | AmeriChoice of Maryland                  | Rendering NPI Number | Tax ID Number | Unsubmitted  | Unsubmitted | Approved           |                   |
| 62308    | Cigna                                    | Group NPI Number     | Tax ID Number | Unsubmitted  | Unsubmitted | Unsubmitted        |                   |
| 87726    | AARP Medicare Complete by SecureHorizons | Group NPI Number     | Tax ID Number | Unsubmitted  | Unsubmitted | Approved           |                   |

[+ Add New Payer](#) ←

[Save and submit changes to support](#)

4. You can search by **Payer ID** or **Payer Name**. Select the payer once you have found it.

**Springfield General Practice**

225 Schilling Circle  
21212, MD, Baltimore, US

| Payer ID | Payer name                               | NPI                  | Tax ID        | Claim Status | ERA Status  | Eligibility Status | Note from support |
|----------|--|----------------------|---------------|--------------|-------------|--------------------|-------------------|
| 87726    | UnitedHealthcare                         | Group NPI Number     | Tax ID Number | Unsubmitted  | Unsubmitted | Approved           |                   |
| 87726    | AmeriChoice of Maryland                  | Rendering NPI Number | Tax ID Number | Unsubmitted  | Unsubmitted | Approved           |                   |
| 62308    | Cigna                                    | Group NPI Number     | Tax ID Number | Unsubmitted  | Unsubmitted | Unsubmitted        |                   |
| 87726    | AARP Medicare Complete by SecureHorizons | Group NPI Number     | Tax ID Number | Unsubmitted  | Unsubmitted | Approved           |                   |

*Claims Address: P.O. Box 61808 Phoenix, AZ 85082-1808*  
*(Gateway P) 23228: Aetna Better Health - PA Medicaid*  
*Claims address: Po Box 62198, Phoenix, AZ 85082-2198*  
*(Gateway P) 26337: Aetna Better Health - IL Medicaid*  
*Located in Chicago, Illinois*  
*(Gateway P) 46320: NJ Aetna Better Health of New Jersey*  
*Claims address: P.O. Box 61925 Phoenix, AZ 85082-1925*  
*(Gateway I) U2130: NE Aetna Better Health of Nebraska - UB*  
*Claims address: P.O. Box 63188 Phoenix, AZ 85082*

5. Next you can **+Add New Payer** or click **Save and Submit Changes to Support** to save your changes.

**Springfield General Practice**

225 Schilling Circle  
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| 46320    | Aetna Better Health of New Jersey        | Group NPI            | Tax ID        |              |             |                    |                   |

OR

6. The payer list will prioritize which payers will appear at the top of the payer search.

**Enrollments for**

| Payer id | Payer Name                               | Specialty | Proc Days | Bal Bill | Acc Assg | Group # | Incv # | Billing NPI                       | Eligibility NPI               | Provider Name                             | Tax ID Number             |  |
|----------|--|-----------|-----------|----------|----------|---------|--------|-----------------------------------|-------------------------------|---|---------------------------|--|
| 46320    | Aetna Better Health of New Jersey        |           | 30        | No       | No       |         |        | Group NPI Number (1234567890)     | Group NPI Number (1234567890) | Practice Name (Dr. Nick's Walk-In Clinic) | Tax ID Number (123456789) |  |
| 62308    | Cigna                                    |           | 30        | No       | No       |         |        | Group NPI Number (1234567890)     | Group NPI Number (1234567890) | Practice Name (Dr. Nick's Walk-In Clinic) | Tax ID Number (123456789) |  |
| 87726    | AARP Medicare Complete by SecureHorizons |           | 30        | No       | No       |         |        | Group NPI Number (1234567890)     | Group NPI Number (1234567890) | Practice Name (Dr. Nick's Walk-In Clinic) | Tax ID Number (123456789) |  |
| 87726    | AmeriChoice of Maryland                  |           | 30        | No       | No       |         |        | Rendering NPI Number (5555555555) | Group NPI Number (1234567890) | Practice Name (Dr. Nick's Walk-In Clinic) | Tax ID Number (123456789) |  |
| 87726    | UnitedHealthcare                         |           | 30        | No       | Yes      | OKCODEG |        | Group NPI Number (1234567890)     | Group NPI Number (1234567890) | Practice Name (Dr. Nick's Walk-In Clinic) | Tax ID Number (123456789) |  |

7. When we search for the same payer from previously, we can see how the desired payer appears at the top of the list.

Important Demographics Insurances Eligibility Authorizations Smoking Status Flags Balance onpatient Payments

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Primary Ins Secondary Ins Tertiary Ins Auto Accident Worker's Comp Durable Med Eqpt

Primary Insurance Save to Insurance History Patient Insurance History

Subscriber is the Patient  Insured person is the same person as the Patient

Insurance Company  \*contact support if you can't find an insurance company.

Carrier Payer ID 60054: Aetna  
PO Box 981106, El Paso, TX 79998

TPL Code PRNT1682: Aetna  
Aetna P.O. Box 13441, Pensacola, FL 32591

Insurance ID Number PRNT1914: Aetna  
Aetna P.O. Box 14079, Lexington, KY 40512-4079

Insurance group name 60054: Aetna KY  
P.O. Box 14079, Lexington, KY 40512-4079

Insurance group number PRNT873: AETNA PPO

Insurance plan name AETNA PPO p.o box 981106, El Paso, TX 79998

Insurance claim office number 13383: Oniroreel: Aetna  
Claims M.D PO BOX 1177, PECOS, NM 87552

Number visits allowed per year 20337: Aetna - S. Medicaid  
PO BOX 66545, Phoenix, AZ 85082

Card issued date 34734: Aetna Better Health Inc.

Primary Insurance Notes 38692: Aetna TX Medicaid & CHIP  
P.O. Box 669150, Dallas, TX 75396-9150  
50023: Aetna Better Health of Ohio  
128KS: Aetna Better Health of Kansas

Important Demographics Insurances Eligibility Authorizations Smoking Status Flags Balance onpatient Payments

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Primary Insurance Save to Insurance History Patient Insurance History

Subscriber is the Patient  Insured person is the same person as the Patient

Insurance Company  \*contact support if you can't find an insurance company.

Carrier Payer ID 46320: NJ Aetna Better Health of New Jersey  
Claims address:PO. Box 61925 Phoenix, AZ. 85082-1925

TPL Code PRNT1682: Aetna  
Aetna P.O. Box 13441, Pensacola, FL 32591

Insurance ID Number PRNT1914: KY Aetna  
Aetna P.O. Box 14079, Lexington, KY 40512-4079

Insurance group name PRNT873: TX AETNA PPO  
AETNA PPO p.o box 981106, El Paso, TX 79998

Insurance group number 13383: Oniroreel: Aetna  
Located in White Plains, New York

Insurance plan name 60054: Aetna Health Plans  
PO Box 14079, Lexington, KY 40512-4079

Insurance claim office number 34734: Aetna Better Health NY  
Claims address: PO Box 63849 Phoenix, AZ

Number visits allowed per year 38692: TX Aetna Texas Medicaid & CHIP

Card issued date 50023: OH Aetna Better Health of Ohio  
Claims address: PO Box 64205, Phoenix, AZ 85082

Primary Insurance Notes 3139H: 016: Aetna U.S. Healthcare  
Located in Allen Park, Michigan  
108FL: Aetna Better Health of FL  
P.O. BOX 65578, PHOENIX, AZ 85082-1925