

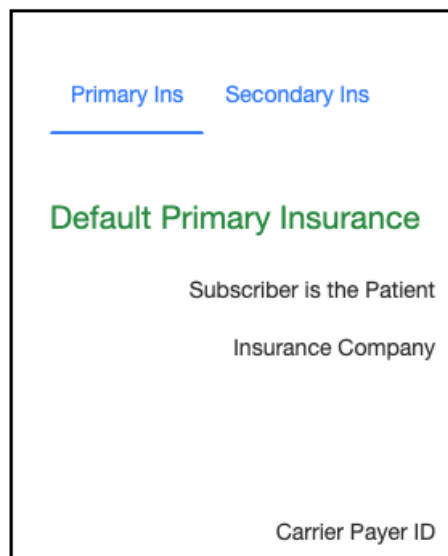
# ePS: Available services display in the patient's chart

09/11/2024 9:55 am EDT

For customers utilizing eProvider Solutions (ePS) as your clearinghouse, you can now see in your patient's chart what services (Electronic Claims, ERAs, Eligibility) are available for each payer. If you are not currently enrolled for a service and you want to be, entering an enrollment request is just a click away.

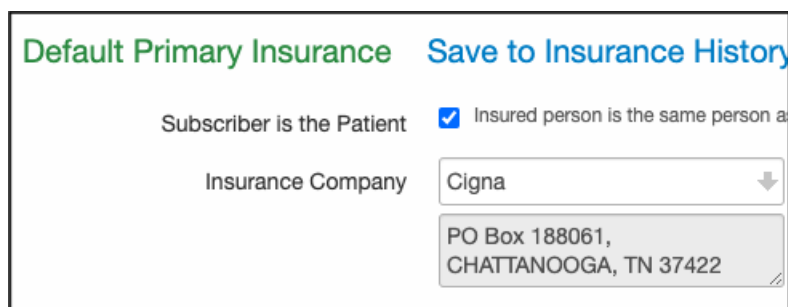
Let's see how this new feature works!

1. First, navigate to a **patient's chart** > **Insurance** section



The screenshot shows a user interface for managing insurance. At the top, there are two tabs: "Primary Ins" (which is selected and underlined) and "Secondary Ins". Below the tabs, the heading "Default Primary Insurance" is displayed in green. Underneath, the text "Subscriber is the Patient" is centered. Below that, the label "Insurance Company" is centered. At the bottom right of the section, the label "Carrier Payer ID" is visible.

2. Enter the payer ID or insurance name in the field labeled Insurance Company



The screenshot shows a form for adding insurance. At the top left, "Default Primary Insurance" is written in green, and at the top right, "Save to Insurance History" is written in blue. Below this, there are two rows of input fields. The first row contains the label "Subscriber is the Patient" and a checked checkbox with the text "Insured person is the same person as". The second row contains the label "Insurance Company" and a dropdown menu with "Cigna" selected. Below the dropdown is a text input field containing the address "PO Box 188061, CHATTANOOGA, TN 37422".

- A box will appear to the right of the insurance company, address, and payer id.
  - In this example, the payer Cigna, offers electronic claims, ERAs (remittance), and eligibility checks. They are notated by the green checks.
  - You can also see by the Yes/No if enrollment for that service is required. If it is, you can click on "Click here" to either request enrollment or check the status of previously submitted request.

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

Insurance Company: Cigna  
 PO Box 188061,  
 CHATTANOOGA, TN 37422

	Claims	Remittance	Eligibility
Service Type	✓	✓	✓
Enrollment Required	Yes	Yes	No

[Click here](#) to view the current enrollment status for the payer

- Here is an example of a payer who does not offer all 3 services. This particular payer (SB801) does not offer eligibility checks as marked with the red X in the service type row. The eligibility feature will not work in DrChrono for any patient who has this particular insurance because the payer does not offer an eligibility file with that information.

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

Insurance Company: BCBS Western NY

	Claims	Remittance	Eligibility
Service Type	✓	✓	✗
Enrollment Required	Yes	Yes	No

[Click here](#) to view the current enrollment status for the payer

- Here is an example of a payer who only offers electronic claims. They do not offer ERAs or an eligibility file, as noted with a red X in the service type row.

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

Insurance Company: Humana Employer Health

	Claims	Remittance	Eligibility
Service Type	✓	✗	✗
Enrollment Required	Yes	No	No

[Click here](#) to view the current enrollment status for the payer

Carrier Payer ID: 73288

**\*\*\* Please note, that this feature will work for the patient's primary, secondary, primary hospital, secondary hospital, and durable medical equipment claims. \*\*\***

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