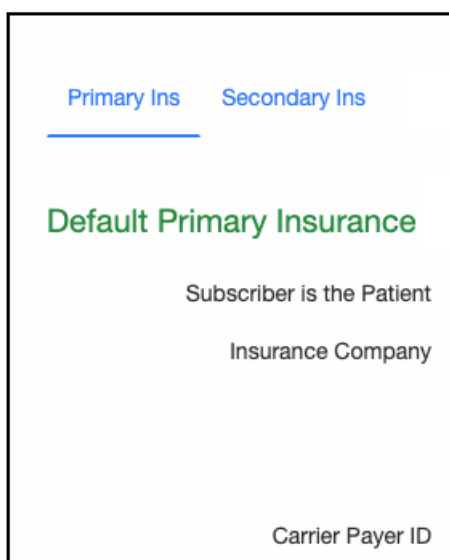


eProviderSolutions: Available services display in the patient's chart

Last modified on 11/22/2024 9:41 am EST

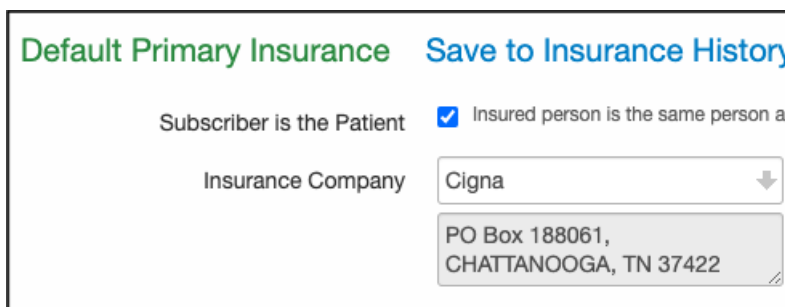
For customers utilizing eProvider Solutions (ePS) as your clearinghouse, you can now see in your patient's chart what services (Electronic Claims, ERAs, Eligibility) are available for each payer. If you are not currently enrolled for a service and you want to be, entering an enrollment request is very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

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



The screenshot shows a card titled "Default Primary Insurance" with a green header. At the top, there are two tabs: "Primary Ins" (selected) and "Secondary Ins". Below the title, it states "Subscriber is the Patient" and "Insurance Company". At the bottom right, there is a field for "Carrier Payer ID".

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



The screenshot shows the "Default Primary Insurance" card with the "Insurance Company" field populated with "Cigna". A dropdown menu is visible below the field, showing the address: "PO Box 188061, CHATTANOOGA, TN 37422". There is also a "Save to Insurance History" link in blue. A checkbox labeled "Insured person is the same person as" is checked.

- 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 a previously submitted request.

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

Insurance Company

	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

	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

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

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

Carrier Payer ID

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