

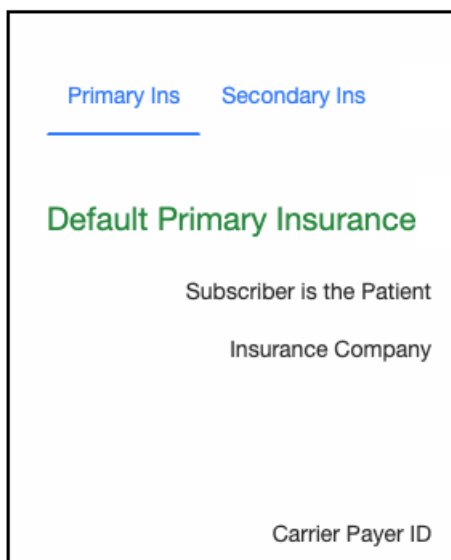
ePS: Available services display in the patient's chart

07/08/2024 7:47 pm EDT

For customers utilizing eProvider Solutions (EPS) as your clearinghouse during the Emergency Access, you can 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.

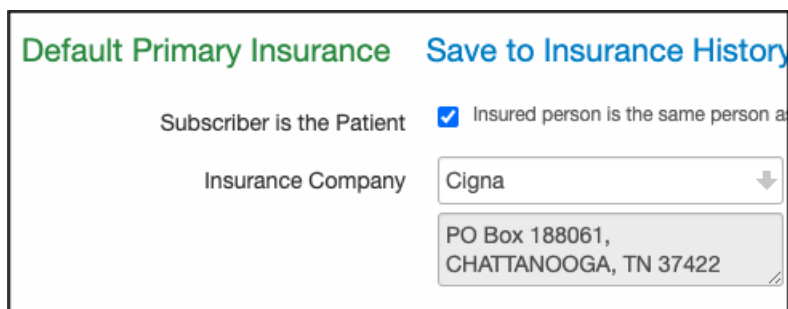
Let's see how this new feature works!

- First, navigate to a patient's chart > Insurance section



The screenshot shows a section titled "Default Primary Insurance" in green. Above the title are two tabs: "Primary Ins" (selected with a blue underline) and "Secondary Ins". Below the title, the text "Subscriber is the Patient" and "Insurance Company" is displayed. At the bottom, there is a field labeled "Carrier Payer ID".

- Enter the payer id or insurance name in the field labeled Insurance Company



The screenshot shows the "Default Primary Insurance" section with a "Save to Insurance History" link in blue. Below the "Subscriber is the Patient" text, there is a checked checkbox for "Insured person is the same person as". The "Insurance Company" field is a dropdown menu showing "Cigna". Below the dropdown, there 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 BCBS Western NY (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. *****