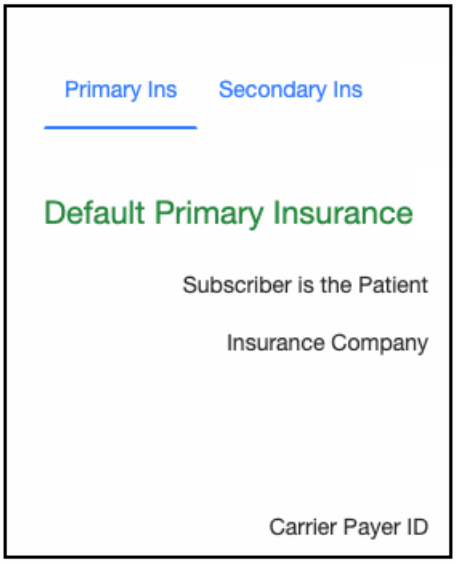
ePS: Available services display in the patient's chart

Last modified on 09/28/2026 1:52 pm EDT

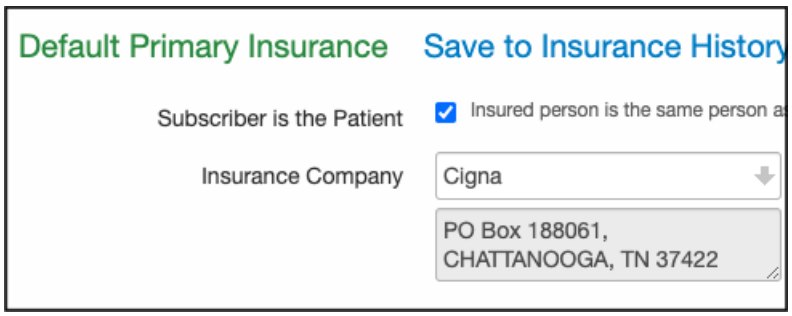
For customers utilizing eProvider Solutions (EPS) as your clearinghouse during the Emergency Access, you can see in your patient's chart what services (Electronic Claims, ERAs, Eligibility) are available for each payer. If you are not currently enrolled for a service and you want to be, entering an enrollment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

Let's see how this feature works!

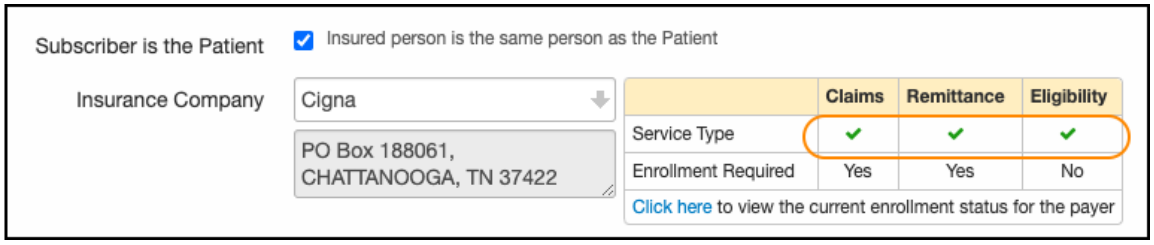
1. First, navigate to a patient's chart > Insurance section



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



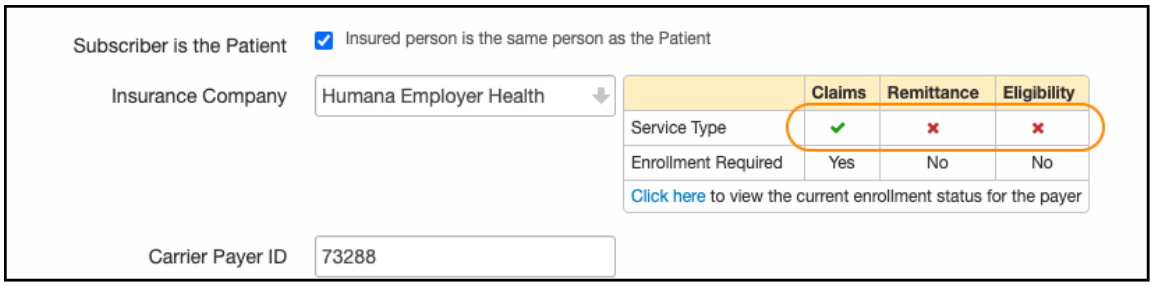
3. A box will appear to the right of the insurance company, address, and payer ID.
    a. In this example, the payer Cigna offers electronic claims, ERAs (remittance), and eligibility checks. They are notated by the green checks.
    b. You can also see by the Yes/No if enrollment for that service is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



c. 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.



d. 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.



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