

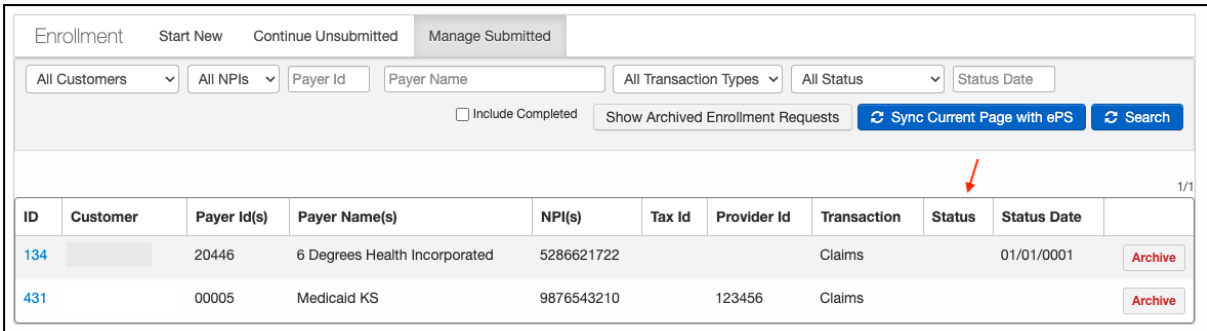
eProvider Solutions- What do the different statuses mean?

Last modified on 11/13/2024 1:35 pm EST

Within the ePS (eProvider Solutions) enrollment portal, you can see different statuses under the Managed Submitted tab.

They include:

- Complete
- Form Created, Provider Action Required
 - Digital Signature - The form can be signed digitally and returned to ePS for further processing.
 - Original Signature - The form requires an original signature. Please print the form, sign it, and upload into the ePS enrollment section within your DrChrono account.
 - Online Enrollment - The enrollment needs to be completed in the payer's online portal. The attached pdf will give you specific instructions.
- No Form Created, ePS Action Required - No action is required on your part. The clearinghouse will receive a notice and will complete what is needed. The status will update as the request moves through the process.
- Submitted to Payer
- Contact Support
- Denied - You can find additional information on the denial by clicking on the blue Enrollment ID on the left. If it is denied for additional information, you can add it and resubmit with the requested info/change. Please do not submit it as a brand-new request.



The screenshot shows the 'Enrollment' management interface. At the top, there are tabs for 'Start New', 'Continue Unsubmitted', and 'Manage Submitted'. Below the tabs are search filters for 'All Customers', 'All NPIs', 'Payer Id', 'Payer Name', 'All Transaction Types', 'All Status', and 'Status Date'. There are also checkboxes for 'Include Completed' and 'Show Archived Enrollment Requests', along with buttons for 'Sync Current Page with ePS' and 'Search'. The main content is a table with the following columns: ID, Customer, Payer Id(s), Payer Name(s), NPI(s), Tax Id, Provider Id, Transaction, Status, Status Date, and an 'Archive' button. A red arrow points to the 'Status' column header.

ID	Customer	Payer Id(s)	Payer Name(s)	NPI(s)	Tax Id	Provider Id	Transaction	Status	Status Date	Archive
134		20446	6 Degrees Health Incorporated	5286621722			Claims		01/01/0001	Archive
431		00005	Medicaid KS	9876543210		123456	Claims			Archive