

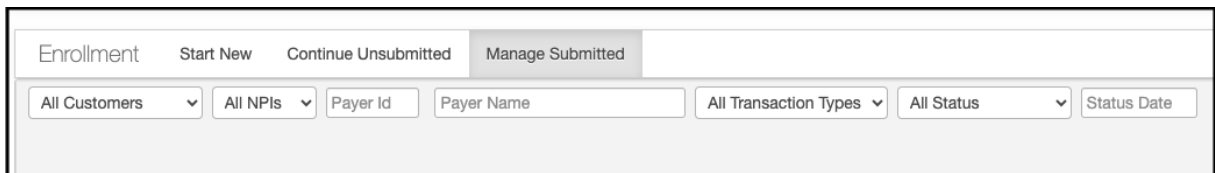
# ePS - Reinitiating an enrollment request

Last modified on 11/22/2024 10:42 am EST

If an enrollment request submitted to eProvider Solutions is returned for additional information or denied, you now have the option to update/correct the information and reinitiate the request, instead of submitting a brand-new request.

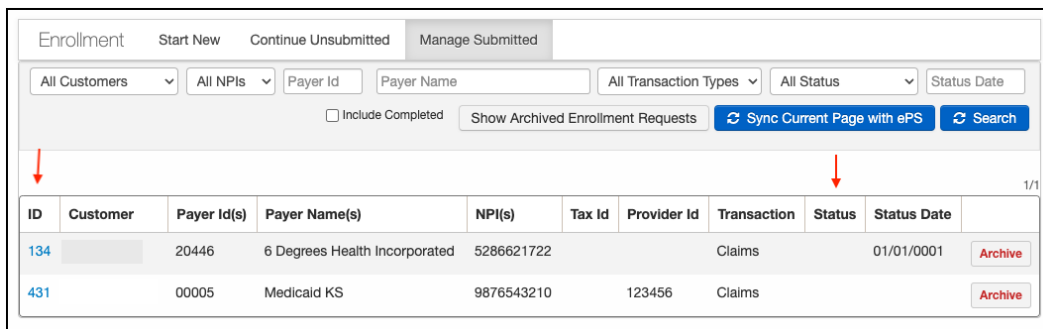
To reinitiate the request, follow the steps below:

1. Navigate to **Billing > Enrollment**
2. Select the **Manage Submitted** tab



The screenshot shows the top navigation bar with tabs for 'Enrollment', 'Start New', 'Continue Unsubmitted', and 'Manage Submitted'. The 'Manage Submitted' tab is active. Below the tabs are several filters: 'All Customers' (dropdown), 'All NPIs' (dropdown), 'Payer Id' (text input), 'Payer Name' (text input), 'All Transaction Types' (dropdown), 'All Status' (dropdown), and 'Status Date' (text input).

3. Identify the enrollment that has been denied and needs to be initiated by reviewing the status column on the right side.



The screenshot shows the enrollment list table with the following columns: ID, Customer, Payer Id(s), Payer Name(s), NPI(s), Tax Id, Provider Id, Transaction, Status, and Status Date. Two rows are visible, both with a status of 'Claims'. Red arrows point to the ID and Status columns.


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

4. Once identified, press on the corresponding blue ID number on the left of the same row.

5. The next screen will show you the details for that enrollment. It will also list the denial reason at the bottom. Correct/Add any necessary information and press **Reinitiate**.

### Enrollment

Enrollment Id	129
Ticket Id	197409
Payer Id	02102
Payer Name	Medicare AK
NPI	5286621722
Provider Id	987678656
Product	837P
Status Date	04/19/2023
Status	Denied

 [Close](#) [Reinitiate](#)

Denial Reason: |

This will resend the enrollment request to ePS and alert them that this is a resubmission of a previous request rather than a brand-new one.

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