

# eProvider Solutions FAQ

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## **What is the eProvider Solutions (ePS) clearinghouse?**

eProvider Solutions is a partner clearinghouse that we use to aid with claims submission for commercial payers while Change Healthcare is encountering service interruptions due to the cyberattack that occurred on February 21, 2024.

## **Why is the ePS Emergency Access solution only applicable to commercial payers?**

This is not a clearinghouse limitation, but rather a tactical approach since most commercial payers do not require an EDI enrollment for claims submission. The goal is to get as many claims out the door without needing the practice to complete new enrollments.

## **How do I submit my claims once the ePS Emergency Access solution is turned on?**

Our engineering team has built an emergency access setting that, once turned on, sets the database to send the claim submission files to ePS. From the biller's standpoint, they submit claims as usual, being mindful not to submit government payers (Medicare, Medicaid, Tricare, VA).

## **Will I be able to submit secondary claims?**

Yes, secondary claims can be submitted, assuming they are commercial payers.

## **Will I need to update my payer IDs before submitting claims using ePS Emergency Access?**

Yes, you need to use the payer list that is in the article.

## **How will I receive/review rejections from ePS?**

Rejections will be received in the same manner they are received through Change Healthcare. You will be able to see them in the Live Claims Feed.

## **How will ePS Emergency Access solution get turned on for my account?**

Your account manager or our [support team](#) can turn the feature on for you.

## **If I have already submitted claims while the service interruption has been ongoing and I resubmit those claims with the ePS Emergency Access, what will occur?**

Claims submitted after the service interruption initiated with Change Healthcare were placed in a holding queue and will be passed onto Change Healthcare once service is restored. If the same claims are now submitted using ePS, you will receive duplicate claim submission responses once Change Healthcare service is restored and the queue is released.

## **Will ePS provide ERAs?**

The ePS Emergency Access solution is intended to aid practices in delivering claims to commercial payers temporarily. Since most ERAs require an enrollment with the payer, we will not be proceeding with downloading

and providing ERAs from ePS at this time.

**If I have additional questions who should I contact?**

Contact your account manager or [create a support case](#).

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