

# Adding a Payer or Updating the Payer Address In DrChrono

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In DrChrono, you can add a payer or change the payer address, if needed.

A payer could be an insurance company, auto accident insurance, workers' compensation plan, or durable medical equipment carrier that pays a patient's claim. A large list of payers is loaded into the system, but if you do not find the one you need, you can create it by following the steps below.

**Please note** - payers added this way will transmit to the payer via paper. The payer ID created through this method begins with PRNT, EPRNT, and HPRNT, all indicating the claim will be mailed to the payer.

## Adding Insurance Payers

1. Hover over **Billing** in the top menu
2. Select **Payer search** (Under the 'Insurance' Section in the right column)
3. Select the **+ Payer** button on the top right side of the page.

### Payer Management

Active

Archived

eps Professional

Search by payer ID or payer name

+ Payer

Payer ID	Payer	Primary Address	Alternate Address	Action
13162	1199 NATIONAL BENEFIT FUND	PO Box 1007, New York, NY 10108-1007		Edit
EPRNT1181	1199 NBF	330 West 42nd Street, New York, NY 10036		Edit
13162	1199SEIU Family Of Funds			Edit
J1585	1St Auto & Casualty (Auto)			Edit
51028	21st Century			Edit
EPRNT1149	21ST CENTURY INSURANCE COMPANY	21ST CENTURY INSURANCE COMPANY 100 DUFFY AVENUE, Hicksville, NY 11802		Edit

4. Enter all applicable information and press **Add Payer**.

Add Payer

Payer Name \*

Primary Address

Street Address

City

State

Search...

ZIP Code

Alternate Address

Street Address

City

State

Search...

ZIP Code

☐ Use alternate payer address by default

## Updating Insurance Payer Address

1. Hover over **Billing** in the top menu
2. Select **Payer search** (Under the 'Insurance' Section in the right column)
3. Select the payer whose address needs to be updated
4. Press Edit on the right side of the screen

Payer Management				
Active		Archived		
ePS Professional	Aetna			+ Payer
Payer ID	Payer	Primary Address	Alternate Address	Action
EPRNT1682	Aetna	Aetna P.O. Box 13441, Pensacola, FL 32591		Edit
EPRNT1914	Aetna	Aetna P.O. Box 14079, Lexington, KY 40512-4079		Edit
60054	Aetna	PO Box 14079, Lexington, KY 40512		Edit
EPRNT876	Aetna Administrators/Boon Chapman.	Boon-Chapman P.O. Box 9201, Austin, TX 78766		Edit
57604	Aetna Affordable Health Choices (SM) SRC			Edit
23228	Aetna Better Health - PA Medicaid	Po Box 62198, Phoenix, AZ 85082-2198		Edit
128CA	Aetna Better Health CA			Edit

5. An alternate address can be added for the payer. To make the address the default, check the box under City.

Edit Payer

×

Payer

Aetna Better Health - PA Medicaid | Payer ID: 23228

Primary Address: Po Box 62198, Phoenix, AZ 85082-2198

Alternate Address

Street Address

City

State

ZIP Code

Search...

☐ Use alternate payer address by default