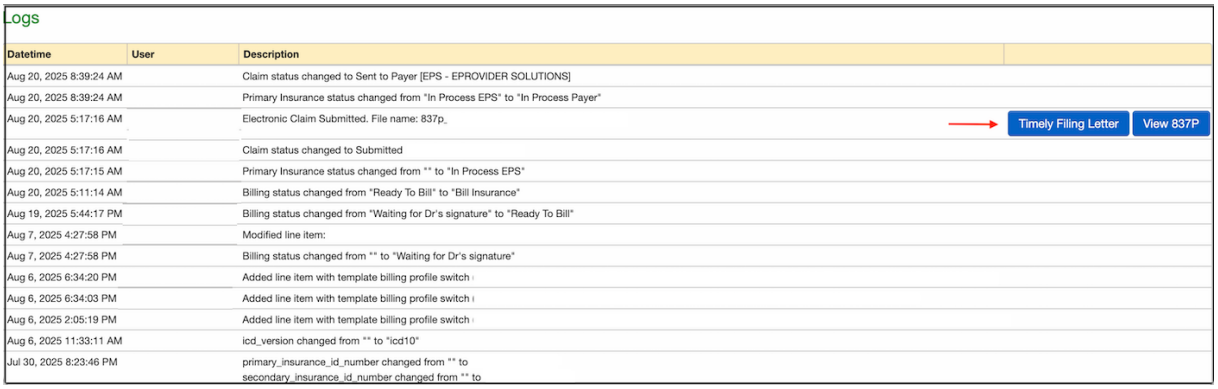
Timely Filing Letter

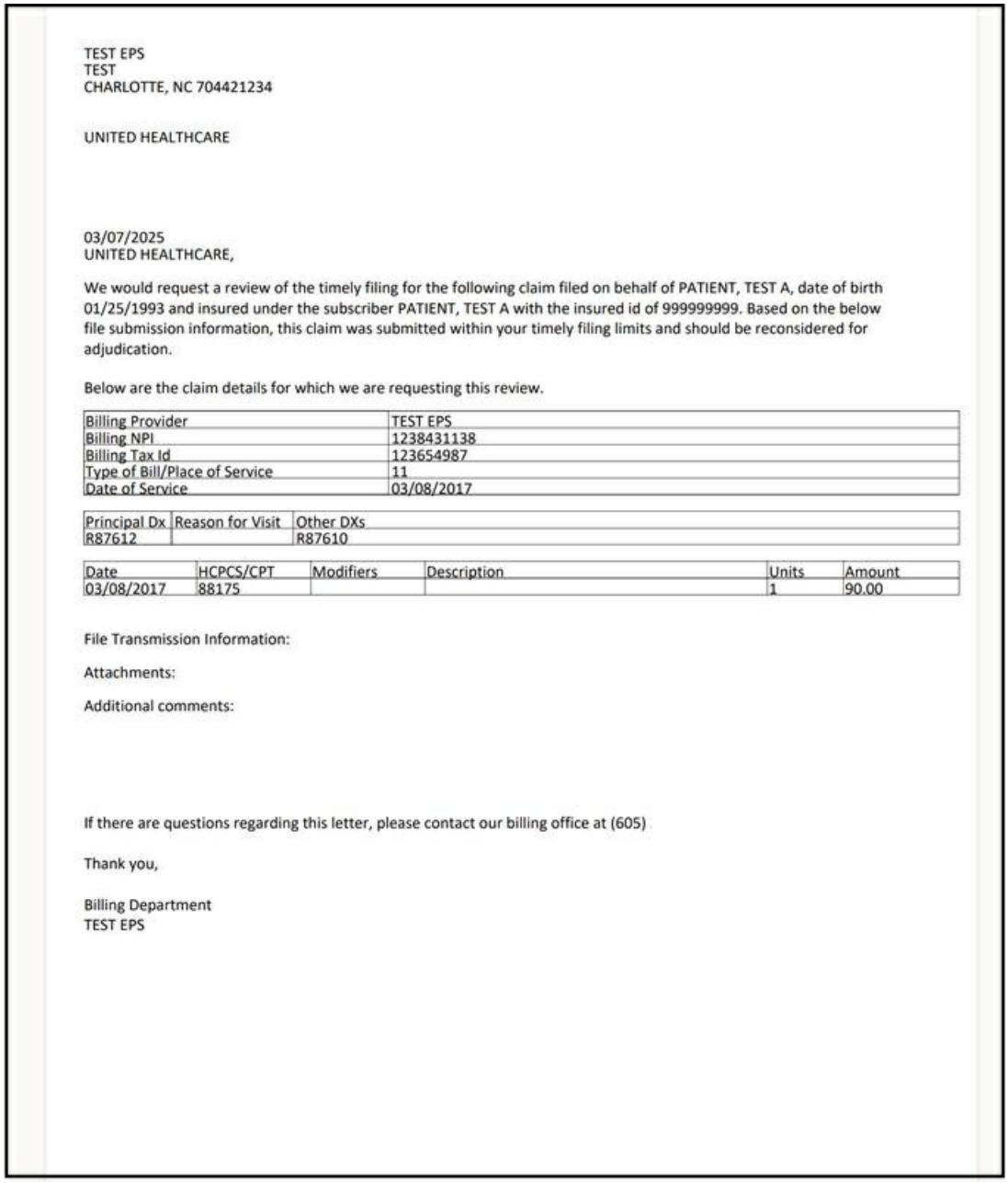
Last modified on 10/27/2026 11:30 am EDT

For customers utilizing ePS (eProvider Solutions) Clearinghouse, a new Timely Filing Letter with claim-specific information is at your fingertips, should you need to file an appeal for a Timely Filing Denial.

1. Navigate to **Billing > Live Claims Feed**
2. Select the patient's appointment using their name, DrC claim #, or date of service. Press **the Update Filter** button after entering your parameters.
3. The Timely Filing Letter option is available in the billing log at the bottom of the appointment screen.



4. Here is a sample of the letter:



TEST EPS
TEST
CHARLOTTE, NC 704421234

UNITED HEALTHCARE

03/07/2025
UNITED HEALTHCARE,

We would request a review of the timely filing for the following claim filed on behalf of PATIENT, TEST A, date of birth 01/25/1993 and insured under the subscriber PATIENT, TEST A with the insured id of 999999999. Based on the below file submission information, this claim was submitted within your timely filing limits and should be reconsidered for adjudication.

Below are the claim details for which we are requesting this review.

Billing Provider	TEST EPS
Billing NPI	1238431138
Billing Tax Id	123654987
Type of Bill/Place of Service	11
Date of Service	03/08/2017

Principal Dx	Reason for Visit	Other DXs
R87612		R87610

Date	HCPCS/CPT	Modifiers	Description	Units	Amount
03/08/2017	88175			1	90.00

File Transmission Information:

Attachments:

Additional comments:

If there are questions regarding this letter, please contact our billing office at (605)

Thank you,

Billing Department
TEST EPS

The phone number listed on the timely filing limit letter follows this hierarchy: (1) Billing Provider's Office Phone. If there is no number listed, the system will then look to (2) a secondary Billing Provider's Office Phone. If no number is listed, the system will not look to (3) the Appointment Scheduled Office Phone.

If you need to update the number listed, you can update it under **Account > Offices > Practice Management > Offices > View > Edit.**