

eProvider Solutions FAQs

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What is eProvider Solutions (ePS) clearinghouse?

- eProvider Solutions is a partner clearinghouse that we are utilizing to aid with claims submission for commercial payers while Change Healthcare is encountering service interruptions due to the cyberattack that occurred 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 be able to get as many claims out the door without needing the practice to complete new enrollments.

How will I be able to submit my claims once the ePS Emergency Access solution is enabled?

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

Will I be able to submit secondary claims?

- Yes, secondary claims will be able to be submitted, assuming they are commercial payers.

Will I need to update my payer ids prior to submitting claims using ePS Emergency Access?

- Yes, you will 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 enabled for my account?

- Your account manager or our support team (www.drchrono.com/help) can enable the feature 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 that were 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 on a temporary basis. 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?

- Any questions can be sent to your account manager or our support team at www.drchrono.com/help
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