

INTERNAL: Migrating a customer from Change Healthcare to ePS

07/24/2024 5:55 pm EDT

First, enable the connection to ePS

Steps to migrate the account from Change to ePS

1. Go to Sword Icon > Practice Group Management > Enroll to ePS > Update the customer details in the form > Hit "Submit"; it will add the customer to ePS via API. The "Enroll to ePS" button will change to "Connected to ePs." This indicates that the customer was added to ePs Successfully.
2. Go to Edit Doctor Screen, check "Enable ePS billing submission" and make sure "Realtime eligibility vendor" is either set as "Auto" or "ePS" and hit "Update Doctor Info"

Now the customer is connected to ePS, they should be able to send the future claims via ePS and check eligibility for insurance that does not require enrollment, if the update the respective ePS payer ID# for the patient's insurance.

Second, update the existing patient records with ePS payer IDs

Steps to updating existing patient records with ePS payer ID#:

1. Go to Billing > Bulk Edit Payer ID# > Click on edit for a payer > Choose the appropriate ePS payer ID# and hit update, this will all patient records which has that Change Healthcare (fka Emdeon) Payer with the ePS payer ID#.
 - <https://support.drchrono.com/hc/en-us/articles/23474434681627-Bulk-Editing-Payer-IDs>

Third, enable EDI enrollments for their payers who require enrollment

For payers who require enrollment for EDI (claims):

1. Utilize the EPS Payer Route file (use most current date) to identify the corresponding ePS payer id
 - <https://support.drchrono.com/hc/en-us/sections/23471991128603-EPS-Payer-Routes-updated-by-12n-EST-daily>
2. Using the ePS Enrollment Portal in DrChrono (Billing > Enrollment)
 - <https://support.drchrono.com/hc/en-us/articles/15602022719515-VIDEO-eProvider-Solutions-Navigating-the-enrollment-portal>
 - <https://support.drchrono.com/hc/en-us/articles/23480544460955-How-to-access-the-eProvider-Solutions-Enrollment-Portal>
 - <https://support.drchrono.com/hc/en-us/articles/15602268721691-EProvider-Solutions-How-do-I-submit-an-enrollment-request>

