

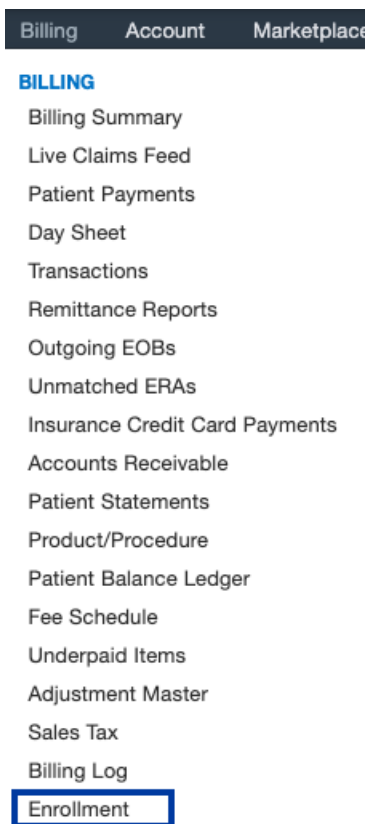
# ePS - Reinitiating an enrollment request

07/24/2024 11:12 pm EDT

If an enrollment request submitted to eProvider Solutions is returned for additional information or denied, you now have the option to update/correct the information and reinitiate the request, instead of submitting a brand-new request.

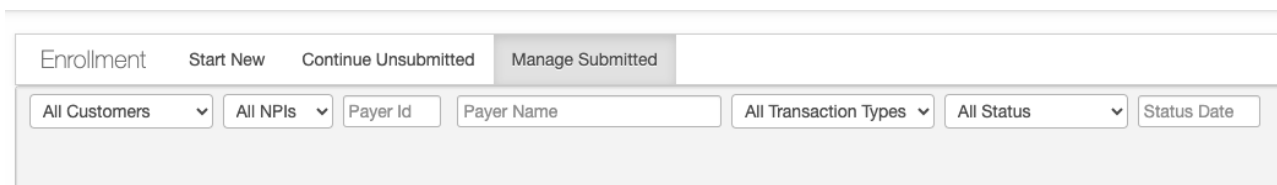
In order to reinitiate the request, follow the steps below:

- Navigate to **Billing > Enrollment**



The screenshot shows a navigation menu with three main categories: Billing, Account, and Marketplace. Under the Billing category, there is a list of sub-items. The 'Enrollment' item is highlighted with a blue border. The sub-items under Billing are: Billing Summary, Live Claims Feed, Patient Payments, Day Sheet, Transactions, Remittance Reports, Outgoing EOBs, Unmatched ERAs, Insurance Credit Card Payments, Accounts Receivable, Patient Statements, Product/Procedure, Patient Balance Ledger, Fee Schedule, Underpaid Items, Adjustment Master, Sales Tax, Billing Log, and Enrollment.

- Select the **Manage Submitted** tab



The screenshot shows the Enrollment management interface. At the top, there are four tabs: Enrollment, Start New, Continue Unsubmitted, and Manage Submitted. The Manage Submitted tab is selected. Below the tabs, there are several filter options: All Customers (dropdown), All NPIs (dropdown), Payer Id (text input), Payer Name (text input), All Transaction Types (dropdown), All Status (dropdown), and Status Date (text input).

- Identify the enrollment that has been denied and needs to be initiated by reviewing the status column on the right side.

ID	Customer	Payer Id(s)	Payer Name(s)	NPI(s)	Provider Id	Transaction	Status	Status Date
129		02102	Medicare AK	5286621722	987678656	Claims	Denied	04/19/2023
134		20446	6 Degrees Health Incorporated	5286621722		Claims	Contact Support	04/26/2023

ID
129
134

Status
Denied
Contact Support

- Once identified, click on the corresponding blue ID number on the left of the same row.
- The next screen will show you the details for that enrollment. It will also list the denial reason at the bottom. Correct/Add any necessary information and click on **Reinitiate**.

## Enrollment

Enrollment Id	129
Ticket Id	197409
Payer Id	02102
Payer Name	Medicare AK
NPI	5286621722
Provider Id	987678656
Product	837P
Status Date	04/19/2023
Status	Denied

Denial Reason: |

- This will resend the enrollment request to ePS and alert them that this is a resubmission of a previous request rather than a brand-new one.

