

INTERNAL: eProvider Solutions - Initial email template to clients re: ePS transition

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Initial Transition Email Communication-Legacy (1).docx

Email Initiating Transition with Legacy Customers

Subject: PLEASE REVIEW: Migration to New Clearinghouse



Hello {{Customer Name}},

We are excited to announce the integration of our new and enhanced eProvider Solutions Clearinghouse. DrChrono and eProvider Solutions are owned by EverCommerce - Health Services and are leading companies in the Healthcare industry. By integrating these two companies, we have created a better solution that brings a brighter future for our valued customers. We are continuously looking for ways to improve our services so that we may deliver a world-class service to our customers. As such, we are looking forward to you experiencing our partnership with eProvider Solutions.

We will be reaching out to begin the process of migrating your account over to our eProvider Solutions Clearinghouse. As we begin to migrate your agreements over to our eProvider Solutions Clearinghouse, we will need your assistance during this transition.

What Does This Mean For You?

Change Healthcare/TriZetto will no longer be the primary clearinghouse and eProvider Solutions will be processing claims and ERAs to the payers as soon as your agreements are approved.

What To Expect

- The transition requires current agreements on file to be re-completed for eProvider Solutions Clearinghouse.
- **As you move through the agreements, additional actions may be necessary based on the payer's requirements.** (e.g., provider signatures, provider registration on portals, etc.)

Exciting Benefits

- **All-in-one service:** The eProvider Solution and DrChrono software collaboration means no more “being caught in the middle” between software and clearinghouse
- **Sign agreements electronically:** upgrades include being able to sign the agreements electronically within the

system cutting down your approval time

During this process you should **NOT** experience any interruptions with your transactions, however, with any endeavor, we know that challenges do arise so our team is here to help and will continue to proactively monitor your account to ensure a successful migration.

Thank you for your dedicated partnership as we maintain our efforts of revolutionizing healthcare and technology!
