

INTERNAL: Cross Over Payer

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There is a feature in DrChrono that will update a patient's secondary insurance if it is not already listed on the patient's account. This information comes from the 835/ERA file that is sent by the patient's primary payer.

If the primary payer knows the patient has secondary insurance, they will send the information with any claim response/payment. In the past, DrChrono ignored this information, now, we are updating it **IF** the patient's secondary insurance section is empty. This works for both Medicare and commercial insurance.

<https://support.drchrono.com/hc/en-us/articles/9007346432923-Crossover-payers>

Turning the feature off

The client can choose to **not** have the system make those updates. To turn the feature off, unselect the following edit under Practice Group Settings. It will prevent the system from updating a patient's secondary information no matter what file (Medicare/commercial/etc) it is received on.

Auto update crossover payer Auto Update Crossover Payer
