

Does the Insurance Payment go to DrChrono or will it Come to the Practice?

07/24/2024 1:50 pm EDT

All insurance payments will be sent to the provider; they will **not** be sent to DrChrono. The manner in which you receive them (paper check, virtual payment card, or EFT (electronic funds transfer) will depend on how you have it set up with each payer.

- **Changing from Paper checks to EFT**

If you are receiving paper checks now and want to switch to EFT, you will need to contact each individual payer. Some have forms to fill out while others will set it up via electronic request. Please refer to the payer's website for additional information and the next steps. Each payer is different but will provide specific instructions.

- **Changing from Virtual Payment Card to EFT**

If you are receiving virtual credit cards as payment and want to switch to a different method, there should be a number to call listed on the paperwork you receive with the card. Each payer is different, but there will be a number to call and request a change listed on the enclosed paperwork.

For **patient payments** via credit card processed electronically through your DrChrono account, they will come to you however you have it set up with the vendor.

For **patient payments** that are a check as a result of a paper statement, will go to whatever address you have designated. For more information regarding patient statements, please refer to <https://support.drchrono.com/hc/en-us/articles/200039269?>
