INTERNAL - Duplicate 835/ERA file

07/24/2024 5:30 pm EDT

Changes have been made to the system that will change how DrChrono responds to duplicate iterations of the same 835/ERA file.

When we receive a duplicate of an 835/ERA file, we will only display the original ERA under **Billing > Remittance Report** section. The duplicate 835/ERA file will be posted under **Quick View > Unmatched ERAs** to assist with internal troubleshooting, should that be necessary.

This will only apply to electronic 835/ERA files that come through the clearinghouse, or if a user manually uploads an 835/ERA file that has already been posted. Any manual EOBs will continue to show, even if they are duplicated unless a user manually deletes them.