INTERNAL: Updating/Adding a payer address

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If you receive notice that a payer's claim submission address has changed, you can make that update in DrChrono.

PLEASE BE CAREFUL and only change/update the ones where the entire book of business is now going to a new address. If you change one that is still valid, you will be impacting other claims for other providers. If you aren't sure, please check with a billing lead or RCM.

After confirming whether it needs to be updated or added as new, you can do each by following the steps below:

- Navigate to Swords > Quick View > Insurance Payer

- You can pull up the payer utilizing the Payer ID field if it exists. If you need to add a payer, select the + ePS Pro Payers (the button could say + Gateway, + Emdeon, or + iHCFA depending on the clearinghouse of the client you are working on). When selecting, be mindful to select either "Pro" for professional claims or "Institutional" for institutional claims.

- You can also edit an address by clicking on the pencil icon on the right.

- **PLEASE** be sure that the address you are changing is no longer in use for **ANY** claim, not just for the specific issue you are working on. Not verifying could impact other claims for other providers.