

# INTERNAL: ePS Expected Process Change - Post API

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## Expected Process Change – Post API

*These updates/features may be subject to change after the completion of the API integration*

Onboarding	Starting Agreements	Process Change	Approvals/Denials
<ul style="list-style-type: none"><li>• The clients will be instructed on how to add their payers through the system.</li><li>• Manual creation of zendesk ticket will be eliminated from the process</li></ul>	<ul style="list-style-type: none"><li>• The API will provide customers with the instructions and/or forms needed to complete their agreements.</li></ul>	<ul style="list-style-type: none"><li>• DrC-ES will be responsible for monitoring the enrollments and will communicate with the ePS enrollment team as needed through Provision tickets</li></ul>	<ul style="list-style-type: none"><li>• All approval/denial updates will be communicated back through the API to give clients and implementation an up-to-date status on all agreements</li></ul>