

INTERNAL- ePS Clearinghouse Transition

07/24/2024 5:35 pm EDT



As part of integrating more fully with the suite of EC products, we will be transitioning our billing clients to ePS (e-Provider Solutions), a clearinghouse under the EverCommerce(EC) umbrella.

Clients will enjoy a smoother and more transparent payer enrollment process and some additional features they do not receive today with our current clearinghouses TriZetto and Change Healthcare. Auto Accident and Workers' Compensation claims will continue to be submitted through Carisk Partners (fka iHCFA).

Some key points to know:

- The option to turn on ePS for a client is behind a feature flag.
`enable_eps_clearinghouse`
 - **Update** - enable ePS has been globally enabled for all clients (3/02/2023) so you do not need to turn it on in the FRT for individual doctors or practice groups.e
- **Please note** - clients can only be connected to 1 medical clearinghouse (ePS, TriZetto, Change Healthcare) at a time. If you enable ePS, any connection to TriZetto or Change Healthcare will be disabled. Clients will still be able to connect to Carisk Partners (fka iHCFA) to submit AA and WC claims.
- The feature must be turned on under doctor settings.

Enable eps billing submission Enable ePS clearinghouse submission

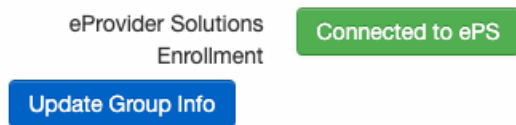
- Once enabled, there will be an option to "Enroll to ePS" under their practice group options. Clients will click on the blue "Enroll to ePS" and will be walked through a few screens to enable the connection between their DrChrono account and ePS.

Clearinghouse Enrollment



- The blue color of the icon (Enroll to ePS) indicates that enrollment with ePS is incomplete. Once the account is connected, the icon will turn green.

Clearinghouse Enrollment



- **Under Construction**.
 - Under Billing > Enrollment is where the client will request their enrollments with their payers. As of this writing (March 7, 2023), our Qway support/IS team will be submitting enrollment requests for clients directly in the ePS ProVision Portal. Future enhancements include replicating the fields/options in ProVision in the client's DrChrono account under Billing > Enrollment. They will be able to submit requests, check on status, receive any paperwork that needs a wet signature, etc.

Site ID

- There is no site ID per practice group as there is with TriZetto and no need for an effective date as with Change Healthcare. The unique id called the "Customer Acronym" in ePS speak, will begin with the prefix "DRC" (ePS refers to this as the ("vendor acronym") and will be followed by 7 digits, making a 10-digit unique id number for each practice. The practice group id will immediately follow the DRC prefix. If the practice id is not 7 digits, the system will automatically add enough zeros after the DRC, but before the practice id, so the number is 10.
- The assigned customer acronym will be generated automatically upon request through the "Enroll to ePS" button under Doctor Settings. The client will be able to submit claims to payers who do not require enrollment on the same day.
- The Site ID will be held in the background and automatically attached to claim files as they are submitted. There is no separate Site ID that needs to be added to either the provider or group settings for a client to utilize ePS.

Patient ID

- The patient id number that transmits in box 26 of the HCFA 1500 form will keep the same format; doctor id followed by the patient's claim id.

EDI file submission

- Claim (837) files will be submitted twice per day, at 6am and 6pm EST.
- Claim files will be submitted per **provider group**, not as a mixed file with multiple provider groups as is currently done with TriZetto and Change Healthcare. In the event of an issue with a file, it will only impact that single client.

Phases of ePS transition

- Phase 1 of the transition will offer clients the same services they are accustomed to with TriZetto and/or Change Healthcare. (Phase complete as of Q1 2023)
- Phase 2 (set to begin Feb 1, 2023) will work on adding enhancements such as enrollment options within the

client's DrChrono account.

- All net new DrChrono customers as of March 1, 2023, will be set up with ePS. The only exception will be clients on a Hippocrates plan with RTE; they will be set up with Change Healthcare.

ePS website for more information - <https://www.eprovidersolutions.com/index.php>.

ePS payer list - <https://www.eprovidersolutions.com/index.php/payer-list>
