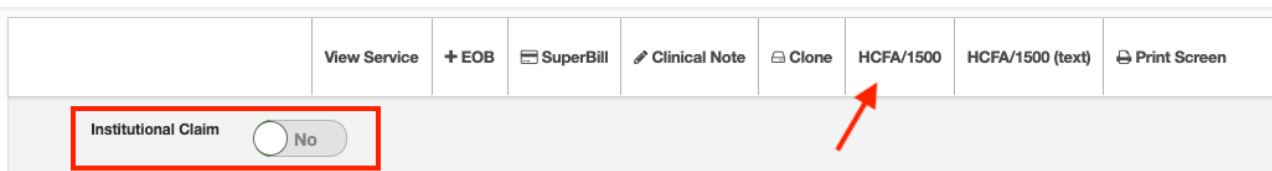# INTERNAL: UB04 print options for non-billing customer

07/24/2024 6:00 pm EDT

As a courtesy to our customers, DrChrono will allow non-billing accounts to print UB04 (institutional) claim forms. These accounts will not be billing claims through DrChrono but will be able to print UB04 forms for submission through other means.

For this to happen, "**Enable institutional claim**" needs to be enabled through Doctor Settings or PG Settings.

After the feature is enabled, the customer will see the "institutional claim" option when they pull up a patient under the Live Claims Feed. Notice all of the options on the top row are the same, including printing of an HCFA/1500 form when the option is toggled "no".

To enable the UB04/institutional form, the client will need to toggle on the "Institutional Claim" switch. When they turn this switch to "yes", the UB04 form option will become available. The feature will work the same whereas the client can print the UB04 on regular, plain white paper using "UB04", or if they have UB04 lined paper, they can use the "UB04 (text)" option, and the system will print the information only, and not the gridlines, on the preprinted form.

Responding to Support Tickets

If we receive a support ticket from a customer stating that their claims aren't billing out, aren't submitting, etc, we need to first ensure that they are a billing customer before we move forward with an investigation.

There are a couple of ways we can determine this, including:
- Plan Type on the CRM
  - **Apollo, Custom Apollo, and Apollo Plus** are billing customers, and any ticket regarding issues with billing claims needs to be investigated and/or escalated to the dev team.
  - **Prometheus and Hippocrates** are non-billing customers and cannot bill claims from DrChrono. They are, however, able to print both UB04 and HCFA1500 forms.
- Check to see if their billing submission edit in doctor settings is enabled. If there is nothing enabled (and they are a Prometheus or Hippocrates customer), they are not a billing customer and can print UB04 and/or HCFA1500 forms only. They are not able to submit claims through DrChrono. If they want this option, they

will need to contact their AM to upgrade their account.

Enable emdeon billing submission	☐	
Emdeon go live date		Date to start submitting claims to Emdeon for this provider.
Enable ihcfa billing submission	☐	
Enable gateway billing submission	☐	
Enable jopari billing submission	☐ Enable Jopari clearinghouse submission	
Enable waystar billing submission	☐ Enable Waystar clearinghouse submission	