PPS Tracking Does Not Update When EOE Created

If the PPS tracking does not change to *EOE Sent*, *Not Paid* after an EOE claim is created, then check the following:

- From Barnestorm Office click on Billing > HIPAA Transactions > Edit HIPAA Payers.
- Verify that the Test/Production is not set to Test. Test files do not get updated since they are not real claims.
- Change the option to Production and save, if needed, and recreate the EOE claim.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50545.aspx