



Knowledgebase > VSee Clinic for Providers > How the Eligibility Feature Works

---

## How the Eligibility Feature Works

Jay-Ileen (Ai) - 2023-07-17 - VSee Clinic for Providers

As a Patient, you can now choose to let your health insurance pay for you (or your dependents') telemedicine consultation with your VSee Provider.

*Note: This feature may not be available in your clinic. Please contact [Sales](#) or your Account Manager to enable this feature.*

PLEASE PROVIDE THE HEALTH INSURANCE INFORMATION

×

Do you have health insurance?\*

☒ Yes

☐ No

Insurance Company Name\*

Select Primary Insurance Company Name

▼

Policy Number / Subscriber ID\*

Enter Policy Number / Member ID

Group Number (Optional)

Enter Group Number

Patient Relationship to Insured\*

Select Relationship

^

Self

Child

Spouse

Others

Insured Address\*

Enter Address

Insured City\*

Enter City

Insured Zip\*

Enter Zip

Insured State\*

Alaska

▼

Upload Insurance Card (Front)\*

Drag and Drop files here

Or [Click Here](#) to browse files

Upload Insurance Card (Back)\*

Drag and Drop files here

Or [Click Here](#) to browse files

< Back

Continue >

As a Provider, you can check and add the Patient's eligibility information during the visit.

**VSee Clinic** Dashboard Patients Schedule Health

Dr. Adison Kenter

Ready for Physician Add Tag

Status: In Progress Add Participants

All Participants Alena Workman

**Alena Workman** In call  
 Age 62, Jan 1, 1960, Female  
 3188 Kimlee Drive, San Jose, CA, 95132  
 patient1@email.com, +55512345678  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit  
 See more

# Visit ID 123456  
 04/04/2022 10:10 AM  
 Video Visit  
 15-min consultation  
 15 mins  
 USD 50.00  
 Dr. Adison Kenter's Room

Intake Notes Billing Visits Insurance Medical History Allergies Medications Documents

**Insurance**

+ Add Insurance

Insurance coverage is active. You may proceed using this insurance plan.

Check Eligibility Eligibility Status: Active  
 Last updated 04/04/2022 10:10AM by Dr. Adison Kenter

**Primary Insurance**

Primary Insurance Company Name*	Policy Number / Subscriber ID*
Health Insurance Co.	0001234567890
Group Number (Optional)	Patient Relationship to Insured*
8881234567890	Spouse
Insured Name*	Insured Date of Birth*
John Workman	January 2, 1992
Insured Address*	Insured City*
3188 Kimlee Drive	San Jose
Insured Zip*	Insured State*
95132	California

You can even submit a medical claim so that the Patient's health insurance can pay for your services to the Patient or the Patient's family members.

**VSee Clinic** Dashboard Patients Schedule Health

Dr. Adison Kenter

Ready for Physician Add Tag

Status: In Progress Add Participants

All Participants Alena Workman

**Alena Workman** In call  
 Age 62, Jan 1, 1960, Female  
 3188 Kimlee Drive, San Jose, CA, 95132  
 patient1@email.com, +55512345678  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit  
 See more

# Visit ID 123456  
 04/04/2022 10:10 AM  
 Video Visit  
 15-min consultation  
 15 mins  
 USD 50.00  
 Dr. Adison Kenter's Room

Intake Notes Billing Visits Insurance Medical History Allergies Medications Documents

**Billing**

Submit Charge to Patient

Payment Method  
 \*\*\*\* 4242 Change

April 4, 2022

15-min consultation Change	15 mins	USD 50.00
+ Add Item	Discount	Discount %
Subtotal		USD 50.00

**CREATE CLAIM**  
 You are about to create an insurance claim. Do you want to continue?

Cancel Continue

To learn more, read through these articles:

- [How to Check Eligibility for Insurance Claims \(Provider\)](#)
- [How to Submit a Claim \(Single Provider\)](#)
- [How to Submit a Claim \(Multiple Providers\)](#)
- [How to Check Eligibility for Insurance Claims \(Patient\)](#)

## Scope and Limitations:

- An insurance claim can only be created using an insurance plan with an “Active” status.
- Currently unable to view claim status via VSee Clinic / Patient Portal.
- Currently, Procedure and Diagnosis details are not reflected on the invoice.
- An insurance plan with an “Active” eligibility status cannot be edited or removed by the patient until the eligibility period has expired. Or if the provider chooses to update it themselves on their end.
- Two is the maximum number of insurance plans a patient may add per patient account. If ever the primary insurance plan is removed, the secondary insurance plan will become the primary.
- Currently, the Diagnosis and Procedure codes will only be added to the insurance claim form after the Provider has clicked the “Sign & Send” button.

If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com).

Last updated on: 15 July 2022

### Tags

billing

claim

eligibility

insurance

payment

submit claim