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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* **Insured Zip***

Enter City 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.

The screenshot shows the VSee Clinic interface during a video consultation. On the left, a large video window displays a smiling female patient, Alena Workman. A smaller inset window shows the doctor, Dr. Adison Kenter. Below the video is a control bar with icons for microphone, video, chat, and call. A text prompt at the bottom of the video window reads: "Having issues with your in-browser video? Join via VSee Messenger App".

On the right, a sidebar provides patient information and navigation options. At the top, it says "Ready for Physician" and "Add Tag". Below that, the status is "In Progress" and there is an "Add Participants" button. The patient's name "Alena Workman" is selected. A detailed profile card shows:

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

 To the right of the profile card, additional details are listed:

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

 Below the profile card is a navigation menu: Intake, Notes, Billing, Visits, Insurance (highlighted), Medical History, Allergies, Medications, and Documents.

The "Insurance" section is expanded, showing:

- Insurance** (with an "Add Insurance" button)
- A green message: "Insurance coverage is active. You may proceed using this insurance plan."
- A "Check Eligibility" button and "Eligibility Status: ✓ Active"
- Last updated 04/04/2022 10:10AM by Dr. Adison Kenter
- Primary Insurance** (expanded):
 - Primary Insurance Company Name*: Health Insurance Co.
 - Policy Number / Subscriber ID*: 0001234567890
 - Group Number (Optional): 8881234567890
 - Patient Relationship to Insured*: Spouse
 - Insured Name*: John Workman
 - Insured Date of Birth*: January 2, 1992
 - Insured Address*: 3188 Kimlee Drive
 - Insured City*: San Jose
 - Insured Zip*: 95132
 - Insured State*: 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.

This screenshot shows the same VSee Clinic interface, but with a "CREATE CLAIM" dialog box overlaid on top. The dialog box contains the text: "You are about to create an insurance claim. Do you want to continue?" and has "Cancel" and "Continue" buttons.

Below the dialog box, the "Billing" section is visible. It includes:

- Billing** (with a "Submit Charge to Patient" button)
- Payment Method: **** 4242 (with a "Change" link)
- Date: April 4, 2022
- Item: 15-min consultation (with a "Change" link), 15 mins, USD 50.00
- + Add Item button
- Discount field (with a "Discount" input and a "%" sign)
- Subtotal: USD 50.00

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.

Last updated on: 15 July 2022

Tags

billing

claim

eligibility

insurance

payment

submit claim