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How the Eligibility Feature Works

Jay-Ileen (Ai) - 2022-07-15 - 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 video 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 reads: "Having issues with your in-browser video? Join via VSee Messenger App".

On the right, a sidebar provides patient details and insurance information:

- 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@gmail.com, +55512345678. Includes a "See more" link.
- Visit ID: 123456
- Date: 04/04/2022 10:10 AM
- Video Visit
- 15-min consultation
- 15 mins
- USD 50.00
- Dr. Adison Kenter's Room

Below the patient info is a navigation menu: Intake, Notes, Billing, Visits, Insurance (selected), Medical History, Allergies, Medications, Documents.

The **Insurance** section shows:

- + 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** (expandable)

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.

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:

- Submit Charge to Patient** (expandable)
- Payment Method: **** 4242 (Change)
- Date: April 4, 2022
- 15-min consultation (Change) | 15 mins | USD 50.00
- + Add Item
- Discount (Discount) %
- Subtotal: USD 50.00

To learn more, read through these articles:

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