

## How to Submit a Claim (Multiple Providers)

Jay-Ileen (Ai) - 2023-07-27 - VSee Clinic for Providers

Submit a medical claim to the Patient's insurance company during the visit;

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

### Submitting a Claim for a Multi-Provider Visit

1. On the visit details page, click on the **Billing/Payment** tab.
2. Scroll down to view the **Submit Claim** field. Select on your Name.

The screenshot displays the VSee Clinic interface. On the left, a video call is in progress with a patient, Alena Workman, and a provider, Dr. Addison Kenter. The right sidebar shows the 'Billing' tab selected, with a red box and a '1' highlighting the 'Billing' tab in the top navigation. Below the navigation, the 'Submit Charge to Patient' section is visible, showing a payment method of \*\*\*\* 4242 and a total of USD 50.00. A red box and a '2' highlight the 'Submit Claim' section at the bottom, which lists two providers: Dr. Addison Kenter (New) and Dr. Anna McCarthy (Pending Submission).

3. Click on **Submit Claim**.

*Note: You may click on **Edit in Notes** to go back to the Notes tab if you need to update the Diagnosis and Procedure codes. In case the patient's insurance has no "Eligibility Status" yet or it shows as "Inactive" or ineligible, the provider may not be able to click the "Submit Claim" button.*

VSee Clinic Dashboard Patients Schedule Health

Dr. Adison Kenter

Eligibility Status: ✔ Active Provider: Dr. Adison Kenter  
 Submit Claim Status: New Last Update: 06/20/2022 10:10AM  
 Location: Clinic 1 in San Jose, California

DX	Diagnosis Codes	Description
1	ICD-10-CM Z32.2	Childbirth education; Childbirth instruction: Childbirth Education Class
2	ICD-10-CM Z71.89	Health education; Individual or group safety & first aid education: CPR/Safety Classes

Procedure Codes	Description	Qty	Modifiers	DX	Amount
G2012	Brief communication (5-10 minutes) technology-based service, new or established	1	00, 00, 00, 00	1, 2	USD 50.00
G2010	Remote evaluation of recorded video and/or images submitted, new or established, including interpretation and follow-up within 24 business hours	1	00, 00, 00, 00		USD 50.00

Subtotal USD 100.00  
 Total USD 100.00

[Edit in Notes](#) [Submit Claim](#)

4. Click on **Submit**.

*Note: The claim can only be submitted once. No changes can be made to the claim once it has been submitted.*

VSee Clinic Dashboard Patients Schedule Health

Dr. Adison Kenter

**SUBMIT CLAIM**  
 You are about to submit an insurance claim. A claim may only be submitted one time. Do you want to continue?  
 Any changes made after this cannot be resubmitted.

[Cancel](#) [Submit](#)

Alena Workman

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

**Billing**

Submit Charge to Patient

Payment Method  
 \*\*\*\* 4242 [Change](#)

April 4, 2022

15-min consultation	<a href="#">Change</a>	15 mins	USD 50.00
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[+ Add Item](#)

Discount  %

Subtotal USD 50.00

If ever there is an error during the submission of a claim, an error message will be displayed together with an error/reference number so that you are able to report or request help from our support team.

You may check the claim details and try clicking "Submit Claim" again.

Submit Claim

Dr. Adison Kenter

New

There was an error during claim submission. Please try again. [Show error/reference #]

Eligibility Status: Active

Provider: Dr. Adison Kenter

Submit Claim Status: New

Last Update: 06/20/2022 10:10AM

Location: Clinic 1 in San Jose, California

DX	Diagnosis Codes	Description
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Edit in Notes

Subtotal

USD 100.00

Total

USD 100.00

Submit Claim

Powered by VSee

Once the claim has been submitted, a success message will be shown with a reference number. The next steps will be done outside VSee Clinic.

Submit Claim

Dr. Adison Kenter

Submitted

Claim has been submitted. [Show success/reference #]

Eligibility Status: Active

Provider: Dr. Adison Kenter

Submit Claim Status: Submitted

Last Update: 06/20/2022 10:10AM

Location: Clinic 1 in San Jose, California

DX	Diagnosis Codes	Description
1	ICD-10-CM Z32.2	Childbirth education; Childbirth instruction: Childbirth Education Class
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Subtotal

USD 100.00

Total

USD 100.00

Submit Claim

Powered by VSee

## 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.
- Currently, the Procedure and Diagnosis details are not reflected on the invoice.
- The claim can only be submitted once. No changes can be made to the claim once it has been submitted.

## Related Articles:

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

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

Last updated on: 8 December 2022

### Tags

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eligibility

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