

## 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 during a video visit. On the left, a video call window shows a patient and a provider. On the right, the 'Billing' tab is selected in the navigation menu, indicated by a red box and a '1'. The 'Billing' panel shows a 'Submit Charge to Patient' section with a payment method of '\*\*\*\* 4242', a date of 'April 4, 2022', and a 15-minute consultation for USD 50.00. Below this, a 'Submit Claim' section is highlighted with a red box and a '2'. It lists two providers: 'Dr. Adison Kenter' (New) and 'Dr. Anna McCarthy' (Pending Submission), both with a last update of '06/20/2022 10:10AM'. A 'Submit Charge' button is visible at the bottom right of the billing panel.

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.*

The screenshot shows the VSee Clinic interface. On the left, a video call is in progress with a patient (Alena Workman) and a provider (Dr. Adison Kenter). On the right, a claim submission form is displayed. The form includes the following information:

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

The claim details are as follows:

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

The procedure codes and amounts are:

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

The form also includes a 'Submit Claim' button, which is highlighted with a red box and a red '3' in the bottom right corner.

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.*

The screenshot shows the VSee Clinic interface with a 'SUBMIT CLAIM' dialog box open. The dialog box contains the following text:

**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.

Buttons: Cancel, Submit (highlighted with a red box and a red '4')

The background shows a patient profile for Alena Workman with the following details:

- Age 62, Jan 1, 1960, Female
- 3188 Kimilee Drive, San Jose, CA, 95132
- patient1@email.com, +55512345678
- Visit ID 123456
- 04/04/2022 10:10 AM
- Video Visit
- 15-min consultation
- 15 mins
- USD 50.00
- Dr. Adison Kenter's Room

The 'Billing' tab is selected, showing a 'Submit Charge to Patient' section with a payment method of 4242 and a subtotal of 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
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

[Edit in Notes](#)      Subtotal      USD 100.00  
 Total      USD 100.00

[Submit Claim](#)

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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
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

[Submit Claim](#)

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**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).

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