

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. On the right, the 'Billing' tab is selected, showing a 'Submit Charge to Patient' section with a payment method of 4242 and a total of USD 50.00. Below this, the 'Submit Claim' section is visible, listing two providers: Dr. Adison Kenter (New) and Dr. Anna McCarthy (Pending Submission). Red boxes and numbers 1 and 2 highlight the 'Billing' tab and the 'Submit Claim' section, respectively.

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

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

[Submit Claim](#)

Having issues with your in-browser video? [Join via VSee Messenger App](#) Powered by VSee

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 Submit Claim

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	Change	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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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

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
2	ICD-10-CM Z71.89	Health education; Individual or group safety & first aid education: CPR/Safety Classes

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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

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.

Last updated on: 8 December 2022

Tags

billing

claim

eligibility

insurance

multiple claims

payment

submit claim