

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 web interface. At the top, there is a navigation bar with 'VSee Clinic' and links for 'Dashboard', 'Patients', 'Schedule', and 'Health'. The user is identified as 'Dr. Adison Kenter'. The main content area is split into a video call window on the left and a billing panel on the right. The video call shows a patient, 'Alicia Workman', smiling. The billing panel has tabs for 'Intake', 'Notes', 'Billing', 'Visits', 'Insurance', 'Medical History', 'Allergies', 'Medications', and 'Documents'. The 'Billing' tab is active and highlighted with a red box and a '1'. Below the tabs, the 'Billing' section is expanded, showing a 'Submit Charge to Patient' form. This form includes a 'Payment Method' field with the value '4242', a date of 'April 4, 2022', and a list of charges: '15-min consultation' for '15 mins' at 'USD 50.00'. There are 'Add Item', 'Discount', 'Subtotal', and 'Total' fields, all showing 'USD 50.00'. A 'Submit Charge' button is visible. Below this form, the 'Submit Claim' section is expanded, highlighted with a red box and a '2'. It shows two provider names: 'Dr. Adison Kenter' (marked as 'New') and 'Dr. Anna McCarthy' (marked as 'Pending Submission'). Both have a 'Last Update' of '06/20/2022 10:10AM'.

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](#) ³

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.

SUBMIT CLAIM [X]

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](#) ⁴

Alena Workman In call
 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

Submit Charge to Patient

Payment Method
 ●●● 4242 [Change](#)

April 4, 2022

15-min consultation Change	15 mins	USD 50.00
Add Item	Discount	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
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

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

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

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](#)