

How to Submit a Claim (Single Provider)

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

1. On the visit details page, click on the **Billing/Payment** tab.
2. Scroll down to view the **Create Insurance Claim** field.

The screenshot displays the VSee Clinic interface during a video visit. On the left, a large video window shows a patient, Alena Workman, smiling. To the right, a sidebar contains patient information and a navigation menu. The 'Billing' tab is highlighted with a red box and a red circle with the number '1'. Below the navigation menu, the 'Billing' section is visible, showing a 'Submit Charge to Patient' form. A red box with a red circle and the number '2' highlights the 'Create Insurance Claim' form below it.

VSee Clinic Dashboard Patients Schedule Health Dr. Addison Kenter

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 Kinlee 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. Addison Kenter's Room

Intake Notes **Billing** Visits Insurance Medical History Allergies Medications Documents

Billing

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

Total USD 50.00

Save Submit Charge

Create Insurance Claim

Eligibility Status: Not status Check now Provider: Dr. Alena Workman
Date of Service: April 4, 2022 Location: Clinic 1 in San Jose, California

DX	Diagnosis Codes	Description
No diagnosis codes added.		

Procedure Codes	Description	Qty	Modifiers	DX	Amount
No procedure codes added.					

Edit in Notes

Subtotal USD 100.00

Total USD 100.00

Create Claim

Powered by VSee

3. You may click the “Check now” button to go to the “Insurance” tab and check the insurance plan’s eligibility there.

In this example, “Eligibility Status”, “Diagnosis Codes” and “Procedure Codes” are not yet filled and are empty.

*Note: You may add these codes by clicking on **Edit in Notes**. And you will be routed to the Notes tab to Add the Diagnosis and Procedure Codes for the Visit.*

Create Insurance Claim

Eligibility Status: Not status

→ Check now

3

Provider: Dr. Alena Workman

Date of Service: April 4, 2022

Location: Clinic 1 in San Jose, California

DX	Diagnosis Codes	Description
No diagnosis codes added.		

Procedure Codes	Description	Qty	Modifiers	DX	Amount
No procedure codes added.					

Edit in Notes

Subtotal

USD 100.00

Total

USD 100.00

Create Claim

This is an example when “Diagnosis Codes” and “Procedure Codes” are already filled but the insurance eligibility is not yet complete or checked.

Create Insurance Claim

Eligibility Status: No status

→ Check now

Provider: Dr. Alena Workman

Date of Service: April 4, 2022

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

Create Claim

This is an example when “Diagnosis Codes” and “Procedure Codes” are already filled and insurance information is already added but the eligibility check returned an **Inactive status**. You may click the “Check now” button to go to the “Insurance” tab and check the insurance plan’s eligibility there.

Create Insurance Claim

Eligibility Status: ⚠ Inactive [Check now](#)

Provider: Dr. Alena Workman

Date of Service: April 4, 2022

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

Create Claim

4. Once all required details have been fulfilled in the patient's profile, you will be able to click the "Create claim" button.

The required details are:

- 1) Eligibility status (Must be eligible)
- 2) Date of service
- 3) Location
- 4) Diagnosis codes
- 5) Procedure codes

Click on **Create Claim** button.

Create Insurance Claim

Eligibility Status: ✓ Active

Provider: Dr. Alena Workman

Date of Service: April 4, 2022

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

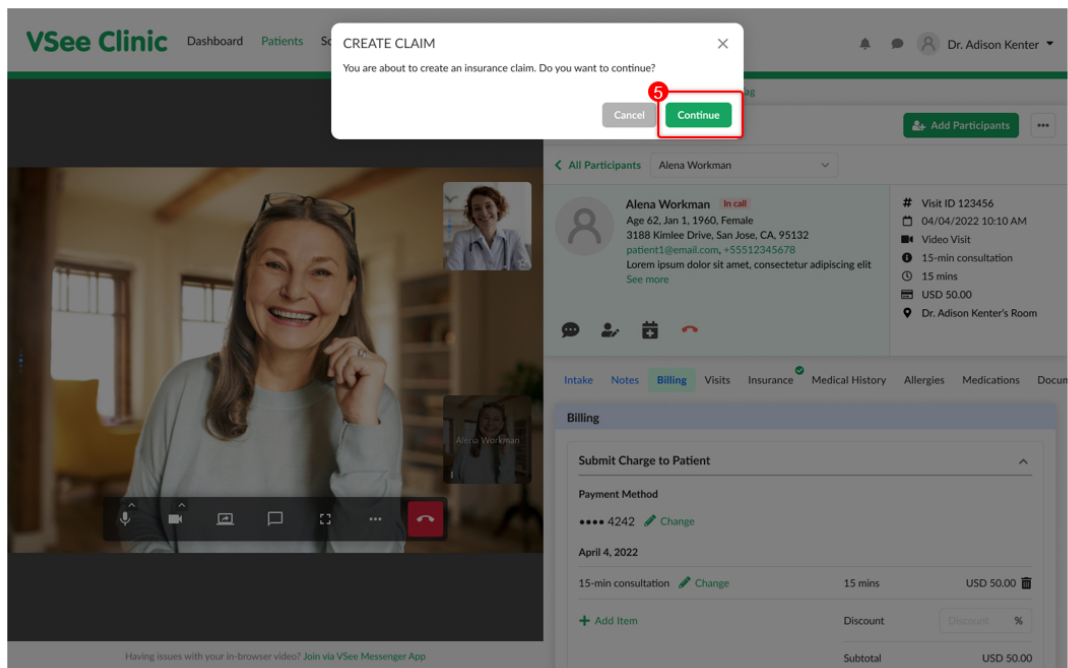
Total

USD 100.00

4

Create Claim

5. A confirmation popup will ask to confirm the action informing you that you are about to submit a claim for this patient. Click on **Continue**.



If ever there is an error during the creation of the claim, an error message will be displayed. You may check the claim details and try clicking “Create Claim” again.

Create Insurance Claim

There was an error while creating claim. Please try again.

Eligibility Status: ✓ Active

Provider: Dr. Alena Workman

Date of Service: April 4, 2022

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

Create Claim

Once the claim has been successfully created, a success message will be shown.

Create Insurance Claim

Insurance claim has been created. Ref no.: abcd1234567890

Eligibility Status: Active

Provider: Dr. Alena Workman

Date of Service: April 4, 2022

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

Create Claim

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.

Related Articles:

- [How the Eligibility Feature Works](#)

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

If you have any questions, please contact us at help@vsee.com.

Last updated on: 6 December 2022

- Tags
- [billing](#)
- [claim](#)
- [eligibility](#)
- [insurance](#)
- [payment](#)
- [submit claim](#)