



Knowledgebase > VSee Clinic for Providers > How to Submit a Claim (Single Provider)

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## 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.

VSee Clinic Dashboard Patients Schedule Health Dr. Adison Kenter

Ready for Physician Add Tag

Status: In Progress Add Participants

All Participants Alena Workman

Alena Workman **In call**  
 Age 62, Jan 1, 1940, 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 Docu

**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

Having issues with your in-browser video? Join via VSee Messenger App

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 ^

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**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

	<b>Subtotal</b>	USD 100.00
	<b>Total</b>	<b>USD 100.00</b>

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 ^

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**Eligibility Status:** No status [→ Check now](#) 3

**Provider:** Dr. Alena Workman

**Date of Service:** April 4, 2022

**Location:** Clinic 1 in San Jose, California v

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

<b>Subtotal</b>	USD 100.00
<b>Total</b>	<b>USD 100.00</b>

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

	<b>Subtotal</b>	USD 100.00
	<b>Total</b>	<b>USD 100.00</b>

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

**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**.

The screenshot shows the VSee Clinic interface with a video call in progress. A confirmation popup titled "CREATE CLAIM" is displayed in the center, asking "You are about to create an insurance claim. Do you want to continue?". The popup has two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red box and a red number 5. The background shows a video call with a patient and a provider, along with a sidebar containing patient information and a billing section.

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
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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](#)

<b>Subtotal</b>	USD 100.00
<b>Total</b>	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
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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](mailto:help@vsee.com).

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eligibility

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payment

submit claim