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## **VSee Clinic 4.15.0 - New Billing Features: Eligibility and Claims, Text Alerts for Waiting Patients, Visit Page Enhancements**

2022-12-16 - Chi - [VSee Clinic](#)

VSee is very excited to announce new billing capabilities to help you save time on billing tasks. Features include insurance eligibility check, ICD-10 and CPT code inputs, and single and multiple provider claims submissions. We're also enabling patients to receive text alerts when the provider is ready, and improving your Visit Page experience with the VSee Clinic 4.15.0 release, coming this Dec. 16.

- New - Verify Eligibility and Submit Claims for Single or Multiple Provider Services
- Reintroducing the Visit Page for Simplified Patient Queue Management
- New - Patient Text Alerts for 'Provider is ready'

### **New - Verify Eligibility and Submit Claims for Single or Multiple Provider Services**

Introducing new billing capabilities to streamline your telehealth practice so you can spend less time on administrative tasks.

#### **Have Patients Self-Check Insurance Eligibility**

Patients can now submit their insurance information and self-check their eligibility status. This can be done during the intake process or they can update insurance information on their Profile page.

To learn more on how Patients can check their eligibility status, please click [here](#).

PLEASE PROVIDE THE HEALTH INSURANCE INFORMATION



Do you have health insurance?\*

Yes  No

Insurance Company Name\*

Health Insurance Co.

Policy Number / Subscriber ID\*

0001234567890

Group Number (Optional)

8881234567890

Patient Relationship to Insured\*

Spouse

Insured Name\*

John Workman

Insured Date of Birth\*

January

2

1992

Insured Address\*

3188 Kimlee Drive

Insured City\*

San Jose

Insured Zip\*

95132

Insured State\*

California

Upload Insurance Card (Front)\*

Drag and Drop files here  
Or [Click Here](#) to browse files

 Insurance card front.jpg

Upload Insurance Card (Back)\*

Drag and Drop files here  
Or [Click Here](#) to browse files

 Insurance card back.jpg

Insurance coverage is active. You may proceed with the consultation.

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Processing...

## Input Codes and Automatically Submit Claims

Providers get enhanced practice management features with the ability to:

- Input diagnosis and procedure codes in the Notes Tab
- Check insurance eligibility status and manually input and manage patient insurance plan information under the new Insurance Tab
- [Automatically create and submit a claim](#)

The screenshot shows the VSee Clinic interface. On the left, a video call is in progress with a patient, Alena Workman. On the right, a patient profile is visible with details such as name, age, gender, address, and contact information. A Billing overlay is open, showing a 'Submit Charge to Patient' form. The form includes a payment method (4242), a date (April 4, 2022), and a 15-minute consultation for USD 50.00. The total amount is USD 50.00. A 'Submit Charge' button is visible at the bottom right of the overlay.

The screenshot shows the 'Submit Claim' overlay in the VSee Clinic interface. The provider is Dr. Adison Kenter. The eligibility status is 'No status' and the submit claim status is 'New'. The location is 'Clinic 1 in San Jose, California'. The overlay contains a table of diagnosis and procedure codes with their descriptions and amounts.

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

The overlay also shows a subtotal of USD 100.00 and a total of USD 100.00. There is an 'Edit in Notes' button and a 'Submit Claim' button at the bottom right.

## Submit Multiple Claims for Co-treatment and Split or Shared Views

Simplify your claims submission process for co-treatment, split E/M, or other shared visits with multiple providers. Each provider can now submit separate insurance claims for their portion of the same patient and for the service they provided.

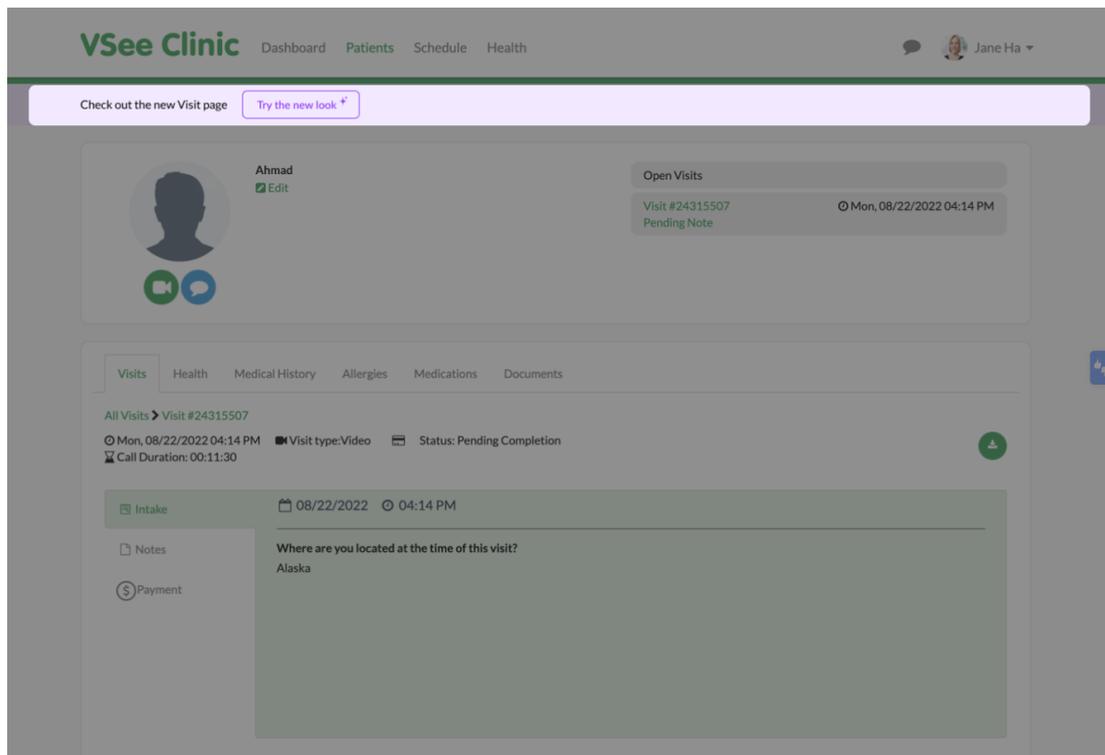
To learn more about Submitting Multiple Claims, please click [here](#).

The screenshot displays the VSee Clinic interface. On the left, a video call is in progress with a large window for the patient and smaller windows for two providers, Dr. Adison Kenter and Alexia Yorkman. The top navigation bar includes 'VSee Clinic', 'Dashboard', 'Patients', 'Schedule', and 'Health'. The user profile 'Dr. Adison Kenter' is visible in the top right. On the right side, a 'Billing' panel is open, showing a 'Submit Charge to Patient' form. The form includes a payment method of '\*\*\*\* 4242', a date of 'April 4, 2022', and a service of '15-min consultation' for '15 mins' at 'USD 50.00'. A 'Submit Claim' pop-up window is also visible, listing three providers: Dr. Adison Kenter (New), Dr. Anna McCarthy (Last Update: 06/20/2022 10:10AM), and Dr. Charlotte Jones (Submitted, Last Update: 06/20/2022 10:10AM). A footer note asks if the user has issues with in-browser video and suggests joining the VSee Messenger App. The interface is powered by VSee.

## Reintroducing the Visit Page for Simplified Patient Queue Management

We're making it easier for you to switch to the new [streamlined Visit Page](#) that gives you one clean page with all the controls you need to quickly start and moderate a call, see at a glance current and pending calls, check Patient Details, and more. We introduced this new interface early this year, but many Providers don't even know about this version. We are now making the switcher more obvious, so you can easily go from the old version to the new and improved one.

As soon as you switch to the improved version, you will also have access to video tutorials that will guide you in exploring the new Visit Page interface. Please take some time to check it out and provide feedback to our team.

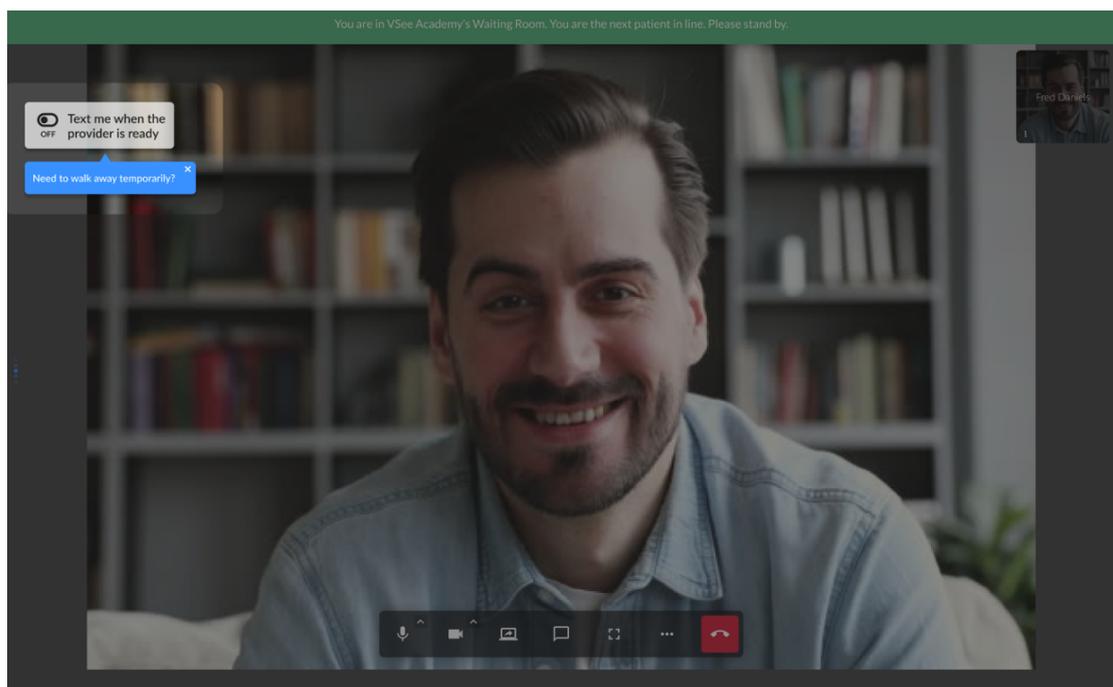


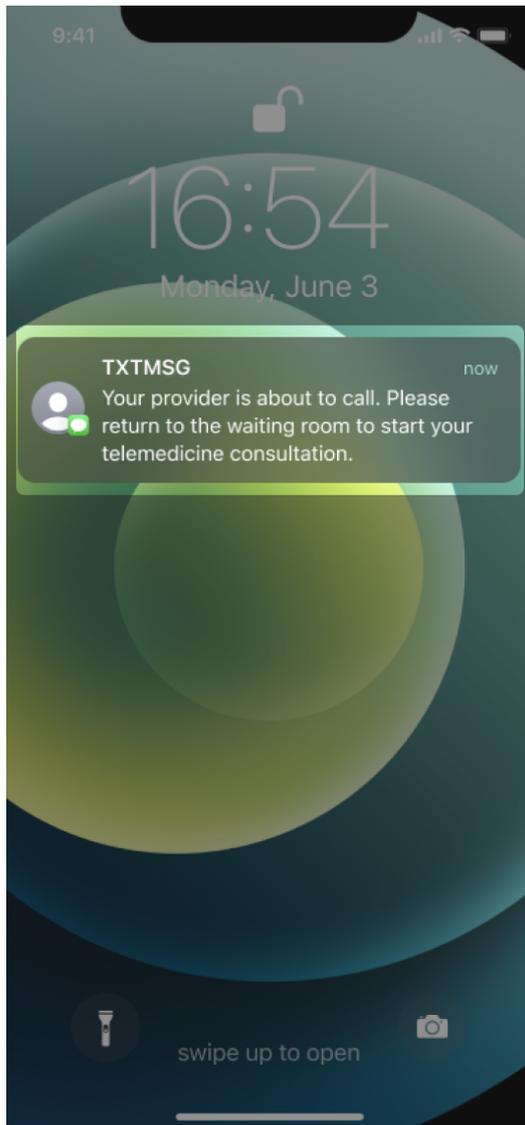
### New - Patient Text Alerts for 'Provider is Ready'

One frustration our providers are having is connecting with patients who have gone idle or offline while waiting for their provider. Introducing the "Alert me" feature for patients. Patients now have the option to switch on the "Alert me" feature. This will allow the Clinic to send them an automated SMS alert when their provider is ready to call them.

This feature also resolves the issue of patients disappearing from the Provider's dashboard if their status shows as Offline or Away for more than a few minutes. It keeps patients in the waiting room queue even if their device goes idle or if they leave the VSee Clinic page to navigate to other sites.

To learn more about Alert Me, please click [here](#).





Some features may not be available in your Clinic. Please contact [Sales](#) or your Account Manager to enable this feature.

If you have any questions or have encountered any issues related to this release, please contact us at [help@vsee.com](mailto:help@vsee.com).

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