

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

### 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 INSU	RANCE 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 v 2 v 1992	~			
Insured Address*				
3188 Kimlee Drive				
Insured City*	Insured Zip*			
San Jose	95132			
Insured State*				
California		~		
Upload Insurance Card (Front)*				
	Drop files here			
Of Cick Here	to browse mes			
Insurance card front.jpg				
Upload Insurance Card (Back)*				
Drag and Drop files here				
Or Click Here	e to browse files			
Insurance card back.jpg				
Insurance coverage is active. You may proceed with the consultation.				
< Back		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





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.

VSee Clinic Dashboard Patients Schedule Health 🌲 🍺 🛞 Dr. Adison Kenter 🔻 Billing Submit Charge to Patient Payment Method •••• 4242 / Change April 4, 2022 15-min consultation 🥒 Change USD 50.00 💼 + Add Item Discount % Subtotal USD 50.00 USD 50.00 Total Submit Claim ^ Dr. Anna McCarthy Dr. Adison Kenter Dr. Charlotte Jones Submitted 2022 10:10AM Powered by VSee

To learn more about Submitting Multiple Claims, please click here.

#### Reintroducing the Visit Page for Simplified Patient Queue Management

We're making it easier for you to switch to the new <u>streamlined Visit Page</u> 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.

Check out the new Visit page Try the new look *  Ahmad Edit  Ahmad Edit  Open Visits Visit #24315507 OMon,08/22/2022 04:14 PM  Visits > Visit #24315507 OMon,08/22/2022 04:14 PM  Visits > Visit #24315507 OMon,08/22/2022 04:14 PM  Visits > Visit #24315507 OMon,08/22/2022 04:14 PM  Notes  Where are you located at the time of this visit? Alaska	Ahmad Edit     Open Visits   Visit #24315507   O Mon, 08/22/2022 04:14 PM     Visits     Visits   Medical History   Allergies   Medicat History   Allergies   Mon, 08/22/2022 04:14 PM     Visits   Visits   Mon, 08/22/2022 04:14 PM     Notes        Old   0.011:30        Old   0.022/2022   0.04:14 PM     Where are you located at the time of this visit?		C Dashboard Patients Schedule Health	н	🗩 🧕 Jane Ha 🕶
Visit #24315507       @ Mon, 08/22/2022 04:14 PM         All Visits > Visit #24315507       @ Mon, 08/22/2022 04:14 PM         Mix is #24315507       @ Mon, 08/22/2022 04:14 PM         @ Mon, 08/22/2022 04:14 PM       • Visit type: Video         @ Intake       @ 08/22/2022 @ 04:14 PM         @ Intake       @ 08/22/2022 @ 04:14 PM         Where are you located at the time of this visit?       Alasia	Image: Comparison of the status       Other visits         Visit #24315507       O Mon, 08/22/2022 04:14 PM         Visit Pending Note       Other visits         Visit #24315507       O Mon, 08/22/2022 04:14 PM         Visit #24315507       Other visits         OMon, 08/22/2022 04:14 PM       Image: Completion         Image: Completion On the completion       Image: Completion         Image: Completion On the completion On the completion       Image: Completion Completion         Image: Completion On the completion On the completion On the completion Completion Completion Completion       Image: Completion	heck out the new Visit pag	Try the new look +		
Visit #24315507       @ Mon,08/22/2022 04:14 PM         Pending Note       @ Mon,08/22/2022 04:14 PM         Visit # Health       Medical History       Allergies       Medications       Documents         All Visits > Visit #24315507       @ Mon,08/22/2022 04:14 PM       Image: Completion       @         All Visits > Visit #24315507       @ Mon,08/22/2022 04:14 PM       Image: Completion       @         Image: Completion       @ Status: Pending Completion       @       @         Image: Completion       @ 08/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ 04:14 PM       @       @         Image: Completion       @ OB/22/2022 @ OB/214 PM       @       @         Image: Completion       @ OB/22/2022 @ OB/214 PM       @       @         Image: Completion       @ OB/22/2022 @ OB/214 PM       @       @ <tr< td=""><td>Visit #24315507       O Mon; 08/22/2022 04:14 PM         Visit #eath       Medical History         Visits       Visit #24315507         Visits       Visit #24315507         OMon; 08/22/2022 04:14 PM       Medical on S         All Visits       Visit #24315507         OMon; 08/22/2022 04:14 PM       E Status: Pending Completion         Call Duration: 00:11:30       © 08/22/2022 © 04:14 PM         Intake       © 08/22/2022 © 04:14 PM         Intake       © 08/22/2022 © 04:14 PM         Notes       Where are you located at the time of this visit? Alaska</td><td></td><td></td><td>Open Visits</td><td></td></tr<>	Visit #24315507       O Mon; 08/22/2022 04:14 PM         Visit #eath       Medical History         Visits       Visit #24315507         Visits       Visit #24315507         OMon; 08/22/2022 04:14 PM       Medical on S         All Visits       Visit #24315507         OMon; 08/22/2022 04:14 PM       E Status: Pending Completion         Call Duration: 00:11:30       © 08/22/2022 © 04:14 PM         Intake       © 08/22/2022 © 04:14 PM         Intake       © 08/22/2022 © 04:14 PM         Notes       Where are you located at the time of this visit? Alaska			Open Visits	
All Visits > Visit #24315507 O Mon, 08/22/2022 04:14 PM Visit type-Video E Status: Pending Completion Call Duration: 00:11:30 Intake 08/22/2022 O 04:14 PM Notes Where are you located at the time of this visit? Alaska	All Visits > Visit #24315507            Mon, 08/22/2022 04:14 PM         E Visit type:Video         E Status: Pending Completion         Call Duration: 00:11:30             Intake             Intake             Notes             Where are you located at the time of this visit?         Alaska		Calit		Ø Mon, 08/22/2022 04:14 PM
All Visits > Visit #24315507 O Mon, 08/22/2022 04:14 PM Visit type:Video E Status: Pending Completion Call Duration: 00:11:30 Intake 08/22/2022 O 04:14 PM Notes Where are you located at the time of this visit? Alaska	All Visits > Visit #24315507            Mon, 08/22/2022 04:14 PM         E Visit type:Video         E Status: Pending Completion         Call Duration: 00:11:30             Intake             Intake             Notes             Where are you located at the time of this visit?         Alaska				
All Visits > Visit #24315507 O Mon, 08/22/2022 04:14 PM Visit type-Video E Status: Pending Completion Call Duration: 00:11:30 Intake 08/22/2022 O 04:14 PM Notes Where are you located at the time of this visit? Alaska	All Visits > Visit #24315507            Mon, 08/22/2022 04:14 PM         E Visit type:Video         E Status: Pending Completion         Call Duration: 00:11:30             Intake             Intake             Notes             Where are you located at the time of this visit?         Alaska	00			
All Visits > Visit #24315507 O Mon. 08/22/2022 04:14 PM Wisit type:Video E Status: Pending Completion Call Duration: 00:11:30 Intake 08/22/2022 © 04:14 PM Notes Where are you located at the time of this visit? Alaska	All Visits > Visit #24315507            Mon, 08/22/2022 04:14 PM         E Visit type:Video         E Status: Pending Completion         Call Duration: 00:11:30             Intake             Intake             Notes             Where are you located at the time of this visit?         Alaska	Vicite Health	Medical History Alleraiss Medications Doc		
Notes Where are you located at the time of this visit? Alaska	Where are you located at the time of this visit?           Alaska				
Alaska	Alaska	O Mon, 08/22/2022 04	5507 4:14 PM 🗰 Visit type: Video 🚍 Status: Pending Com		Θ
		⊘ Mon, 08/22/2022 04	5507 4:14 PM ■Visit type:Video 🗮 Status: Pending Com :30		0
(S) Payment		⊙ Mon, 08/22/2022 04	15507 1:14 PM Wisit type:Video E Status: Pending Com 30 108/22/2022 O 04:14 PM Where are you located at the time of this visit?		•
		O Mon, 08/22/2022 04 Call Duration: 00:11: Intake	15507 1:14 PM Wisit type:Video E Status: Pending Com 30 108/22/2022 O 04:14 PM Where are you located at the time of this visit?		0

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.



# 9:41 16:54 Monday, June 3

#### TXTMSG

Your provider is about to call. Please return to the waiting room to start your telemedicine consultation.



Some features may not be available in your Clinic. Please contact <u>Sales</u> 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 <u>help@vsee.com</u>.

Subscribe here to get the latest VSee Product Updates in your inbox!

Tags VC 4.15