

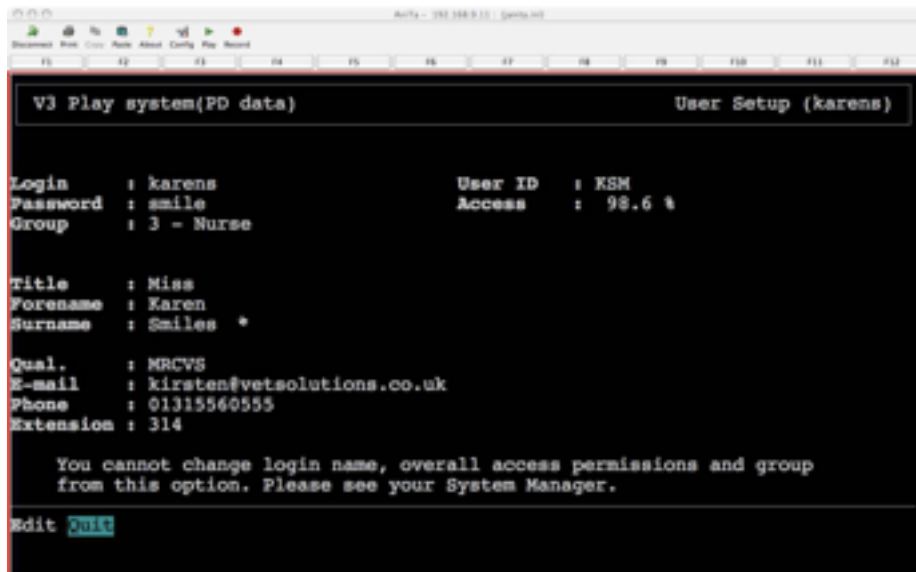
# eClaims

## System Setup

Before you can use the live system you will need to make sure:

1. You have joined Vet Envoy by entering your practice details on <http://www.vetenvoy.com>
2. Support have been in contact and set up your system to use Vet Envoy. You must be on PremVet V3 to use Vet Envoy.
3. That each user who will be entering work on animals cards have amended their details to be correct as per:

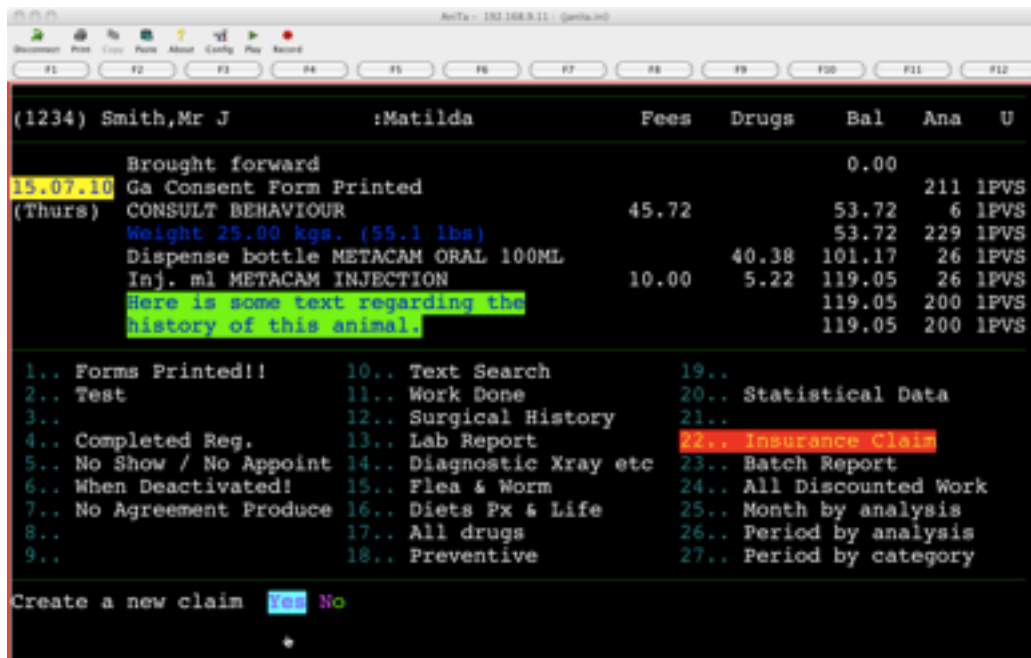
Main menu press = -> User Info -> Name



4. For each insured animal the policy number (and optional expiry date) has been added to Policy and Expired fields on the additional screen.
5. That each animal has the correct insurance company in the Insured Field on the management record. Presently only Pet Plan and Pet Protect are using Vet Envoy. Pet Protect has the brands: Petpals, AnimalCare, Club Care, Shield and Poppy Direct.
6. Ensure that anyone needing to use Vet Envoy for eClaims has password maintenance permissions 61 and 149->155 set to Yes.

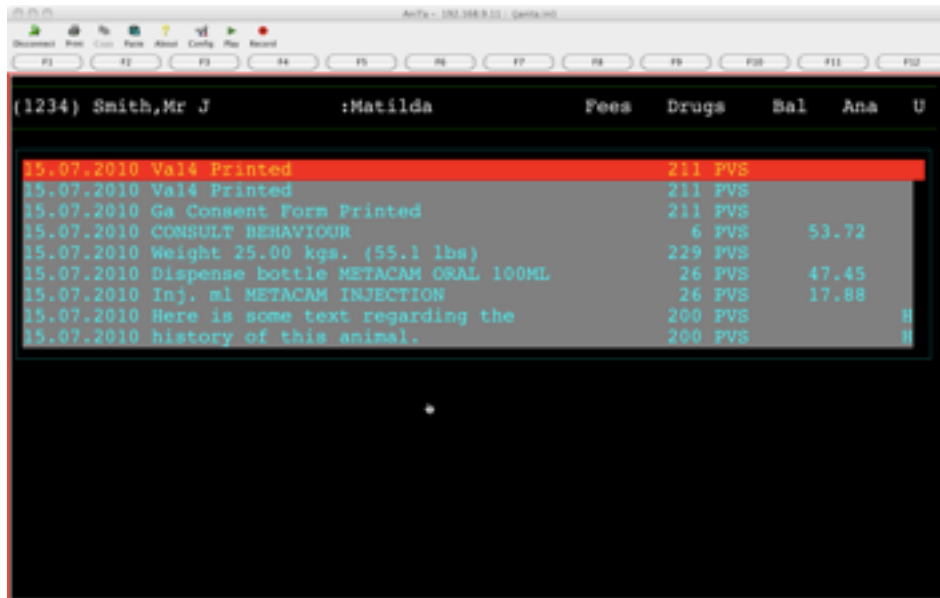
## Starting a new claim

1. Access the client's clinical record and select Reports.
2. Select 22 Insurance Claim.
3. You will be prompted to **create a claim yes No: Yes**



4. Enter the description of the condition you are claiming for e.g Arthritis.
4. Enter the start date of the history you wish to claim for in DD.MM.YY format.
5. All the history from the start date entered, will be displayed on your screen:

## Using eClaims



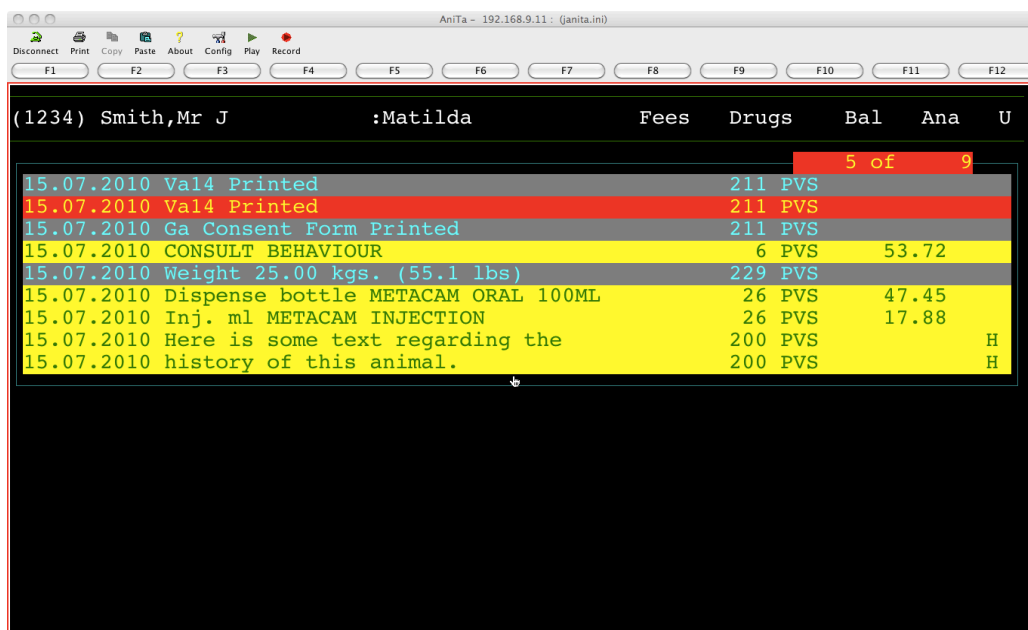
		Fees	Drugs	Bal	Ana	U
15.07.2010	Val4 Printed	211	PVS			
15.07.2010	Val4 Printed	211	PVS			
15.07.2010	Ga Consent Form Printed	211	PVS			
15.07.2010	CONSULT BEHAVIOUR	6	PVS	53.72		
15.07.2010	Weight 25.00 kgs. (55.1 lbs)	229	PVS			
15.07.2010	Dispense bottle METACAM ORAL 100ML	26	PVS	47.45		
15.07.2010	Inj. ml METACAM INJECTION	26	PVS	17.88		
15.07.2010	Here is some text regarding the	200	PVS			H
15.07.2010	history of this animal.	200	PVS			H

6. Select the clinical history that you wish to claim for by using the arrow keys to move up and down and the space bar to select the lines.

Clinical text lines will have an 'H' displayed against them so you are aware these are the clinical history text lines. Lines with an 'S' will related to Symptoms.

**NB** For the first initial claim you must select some clinical history lines to send. If you do not, the claim will not be sent.

Once selected the lines will change colour and a counter at the top will show how many lines have been selected-in this example, 5 lines from 9 lines of history displayed:



		Fees	Drugs	Bal	Ana	U
						5 of 9
15.07.2010	Val4 Printed	211	PVS			
15.07.2010	Val4 Printed	211	PVS			
15.07.2010	Ga Consent Form Printed	211	PVS			
15.07.2010	CONSULT BEHAVIOUR	6	PVS	53.72		
15.07.2010	Weight 25.00 kgs. (55.1 lbs)	229	PVS			
15.07.2010	Dispense bottle METACAM ORAL 100ML	26	PVS	47.45		
15.07.2010	Inj. ml METACAM INJECTION	26	PVS	17.88		
15.07.2010	Here is some text regarding the	200	PVS			H
15.07.2010	history of this animal.	200	PVS			H

7. When finished, press the <ESC> key to exit. You will then be asked what do you want to do:

Now do what? **Look Add/Alter Delete Process Quit**

- **Look:** Shows you only the clinical liens that have been selected.
- **Add/Alter:** Allows you to remove or add any further lines to the claim before it is sent. NB Any lines of history already selected for the insurance claim will have a \* against them.
- **Delete:** Completely delete the claim only if it has not yet been submitted to the Insurance Company. This is controlled by password maintenance option 155, if set to No, the Delete option is not shown.
- **Process:** Go ahead and process the claim.
- **Quit:** Exit from doing the claim but leave it in the Insurance Manager 'To be completed' section to be completed at a later date.

8. If you are happy to proceed, select **Process**. You will then be asked several questions. Fill out as necessary or press <ESC> to move onto the next question without entering anything. Some of the questions are compulsory e.g. First Noticed Date and Pay Vet. Other questions will be added here as the system is expanded.

9. You will then be asked:

**Do you want to review details? Yes No Quit**

- **Yes:** Allows you to look at the details via Printer or E-mail before sending.
- **No:** Goes straight to next step without reviewing details.
- **Quit:** Completely exits from the claim.

10. If you are happy to proceed select **No** to review details. You will then be asked:

**Do you want to send this? Yes No**

Select **Yes**. Sending information will then flick onto your screen. The claim has now been sent and will be listed in the 'With Insurance Co.'

## Using eClaims

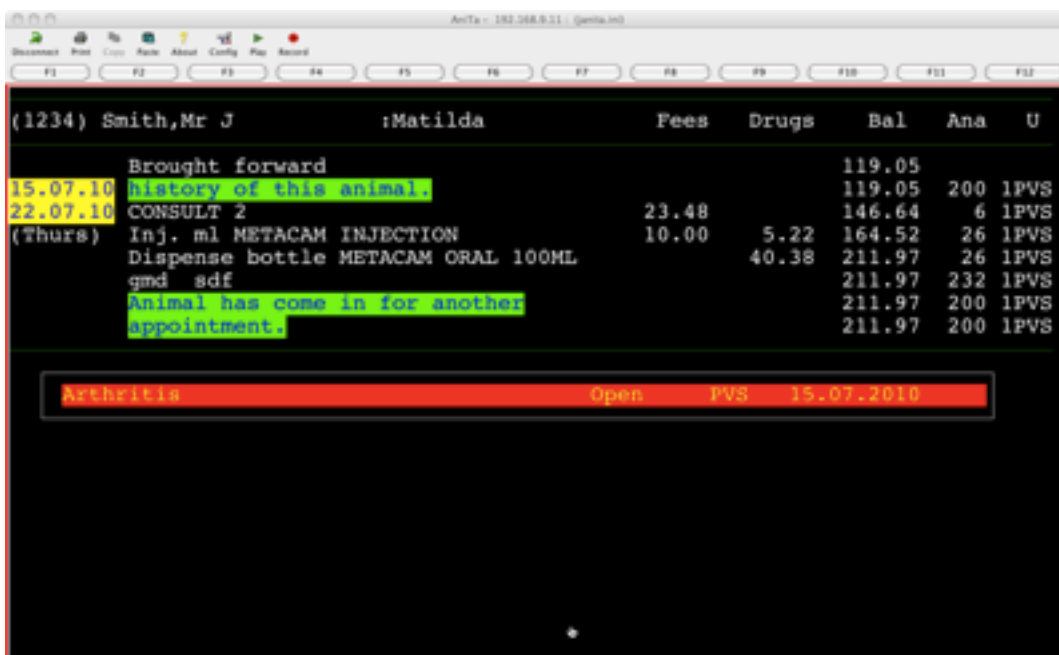
section in the Insurance Manager. There will also be a saved attachment on the client record so you can view these details.

To access these details go to the client management record and select:

**Write -> Search and display attachments.**

## Doing a continuation claim:

1. Access the client record as before and run report 22. The system will now list the open insurance claims. Select the one you wish to add work too and press return.



		Fees	Drugs	Bal	Ana	U
(1234) Smith, Mr J	:Matilda					
	Brought forward			119.05		
15.07.10	history of this animal.			119.05	200	1PVS
22.07.10	CONSULT 2	23.48		146.64	6	1PVS
(Thurs)	Inj. ml METACAM INJECTION	10.00	5.22	164.52	26	1PVS
	Dispense bottle METACAM ORAL 100ML		40.38	211.97	26	1PVS
	gmd sdf			211.97	232	1PVS
	Animal has come in for another appointment.			211.97	200	1PVS
				211.97	200	1PVS
<b>Arthritis</b> Open PVS 15.07.2010						

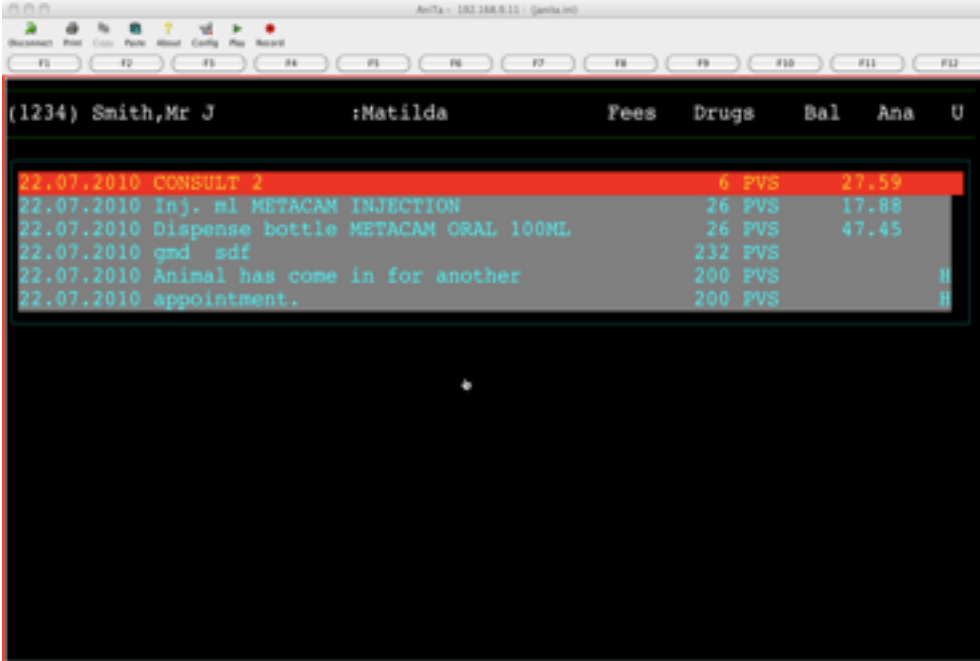
2. You will now be asked :

**Now do what? Look Add/Alter Delete Process Quit**

Select Add/Alter as we want to add more work to this claim.

3. All the history added AFTER the date of the original claim will be displayed on your screen

## Using eClaims



The screenshot shows a terminal window with a menu bar at the top containing 'Document', 'Print', 'Clear', 'Paste', 'About', 'Config', 'Play', and 'Record'. Below the menu bar are function keys F1 through F12. The main content area displays patient information and a list of services:

(1234) Smith, Mr J		:Matilda	Fees	Drugs	Bal	Ana	U
22.07.2010	CONSULT 2		6	PVS	27.59		
22.07.2010	Inj. ml METACAM INJECTION		26	PVS	17.88		
22.07.2010	Dispense bottle METACAM ORAL 100ML		26	PVS	47.45		
22.07.2010	gmd sdf		232	PVS			
22.07.2010	Animal has come in for another		200	PVS			H
22.07.2010	appointment.		200	PVS			H

4. Select the work you wish to add to the claim using the procedure explained before.
5. Once finished press <ESC> and select Process.
6. A warning will advise:  
**Claim already been submitted - Continuation Quit**
7. Select Continuation.
8. **Do you want to review details? Yes No Quit**  
Select No as explained previously.
9. **Do you want to send this? Yes No**  
Select Yes.
10. The details of the added work will now be present in the claim listed in report 22 and also listed in the attachment in  
**W -> Search and display attachments.**

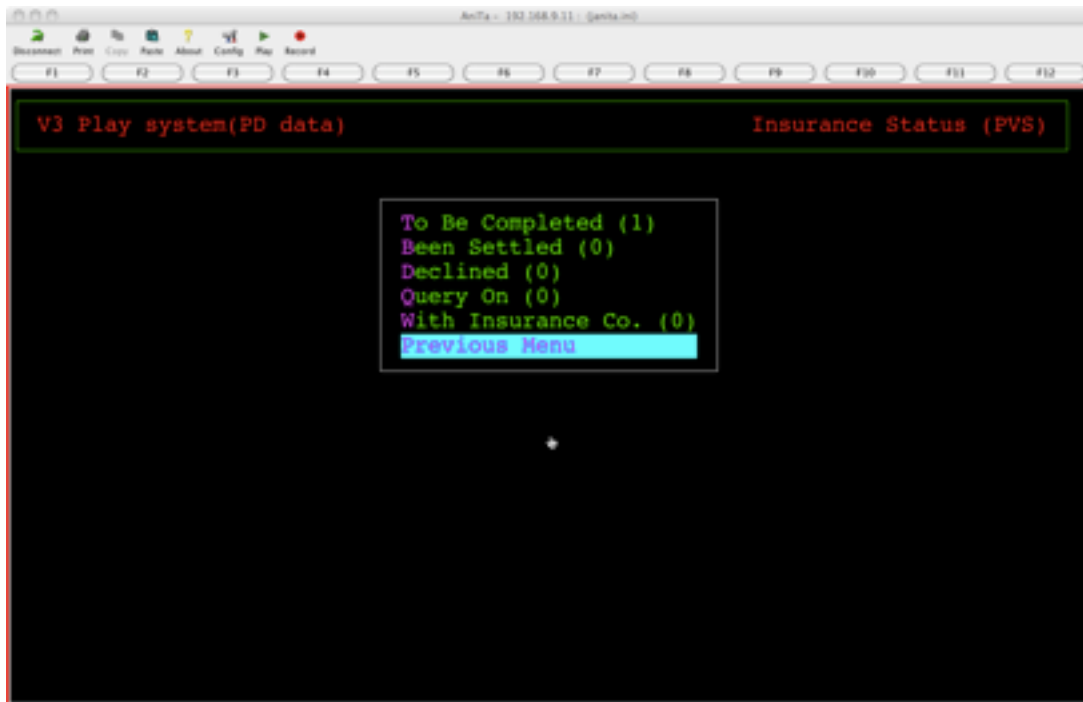
## Using eClaims

### Vet Envoy Insurance Manager

To access the Insurance Manager, from the main menu:

Reports -> Vet Envoy -> Insurance:

This allows you to see what stages various claims are at:



**To Be Completed:** This lists the insurance claims that are still to be processed by you.

**Been Settled:** The claim has been processed by the insurance company and has been settled.

**Declined:** The claim has been processed by the insurance company and declined.

When you look at a claim in either the 'Been Settled' or 'Declined' section, you will get further options:

**Claim:** Displays the details of the claim on the screen.

**Details:** Displays all info regarding the communications between Vet Envoy and your system regarding this claim.

**Null:** This sends a message to Vet Envoy to completely cancel this claim.

**Acknowledge:** Once Vet Envoy has signified the claim as been either settled or declined, you have to confirm this. This is the final step of the claim. Once acknowledged the claim will be removed from the Insurance Manager.

**Query On:** If the insurance company has a query they may send a basic message back asking for more details or clarification. This section will show these claims. When accessed you will then have 2 further options:

**Get Query:** Will contact Vet Envoy and display the query details.

**Send:** Send a message to Vet Envoy.

**With Insurance Co:** The claim is now with the insurance company. You will have similar options to the Been Settled and Declined sections above, except there will not be an acknowledge option.

If you have any issues or queries, please contact support.