

Resubmit Insurance

While in the patient quick view, there is an option to resubmit insurance. This tool is useful if the patient's insurance has spelling errors or incorrect information that needs to be edited and sent back through an eligibility check.

JONES, DOTTY
Visit History | Appointment History
VISIT: 02/26/2016 01:41 PM - DemoDAWN

Refresh Visit Edit Visit **Resubmit Insurance** Print Visit

Primary Insurance 1 - Anthem
Secondary Insurance 1 - Aetna

Primary Insurance
Payer: Anthem
Member ID: 12345678
Group Number: 12345678
Rel. To Subscriber: Subscriber/Self
Member: JONES, DOTTY
01/01/2014
Female
Eligibility
Status: InvalidMissing SubscriberInsuredID
Transaction Date: 02/26/2016 03:00 PM
Copay Due: \$0.00 (Specialist)
Eligibility & Benefits

Secondary Insurance
Payer: Aetna
Member ID: 12345678
Group Number: 12345678
Rel. To Subscriber: Subscriber/Self
Member: JONES, DOTTY
01/01/2014
Female
Eligibility
Status: Patient Birth Date Does Not Match the Birth Date in the Database
Transaction Date: 02/26/2016 03:00 PM
Eligibility & Benefits

Ins. Card Image(s) Scan Insurance Card

The example patient above shows when "resubmit insurance" is necessary. There is an alert showing the insurance does not recognize the patient's information as someone on file. This could happen for a number of reasons: the member ID could be wrong, the name on file could be a nickname and not the patient's full name, the payer could be experiencing time-outs. .



JONES, DOTTY
Visit History | Appointment History
VISIT: 02/26/2016 01:41 PM - DemoDAWN

Primary - Anthem - 12345678 x Secondary - Aetna - 12345678 +

Payer: Anthem ✓ (Hover mouse to zoom. Click to freeze/unfreeze.)
Member ID: 12345678
Group Number:
Relationship To Subscriber: Subscriber/Self
Member Last Name: JONES
Member First Name: DOTTY
Member DOB / Gender: 01/01/2014 Female
 Apply Demographic Changes to Patient
Date of Service: 02/26/2016
Service Type Code:
Swap (Images Only)

Resubmit Close

There are two tabs to view on this window, one for primary and one for secondary insurance. Simply click on the name at the top to switch between tabs. Here is where all changes to the insurance can be made before it is resubmitted. After insurance is resubmitted, the window will disappear before redirecting you back to the patient quick view window. After exiting out of the quick view window, the visit's list will appear. An hourglass will pop up while insurance is being verified. (HINT: you might need to refresh your window to receive the updated information).

PATIENT	CHECK IN	APPT	STATUS	PRI	SEC	SERVICE	PAYMENT
SMITH, JANE	09:11 AM		Checked In	 			● 50.00