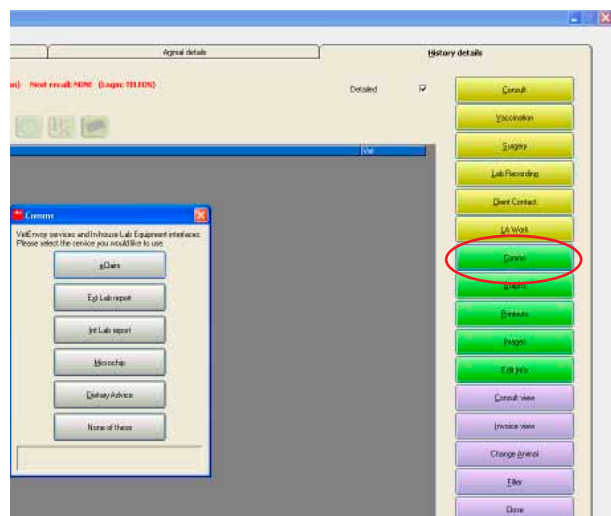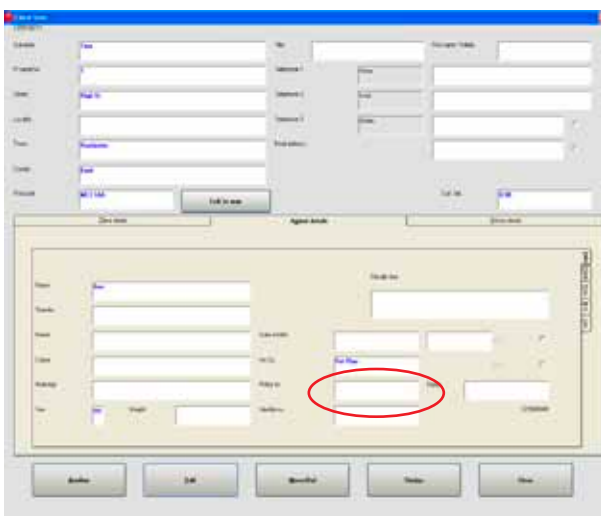## Processing Insurance Claims with Teleos

Find the relevant client's record by clicking '**Find Record**'. Type in the surname of your client into the '**Search for a record**' field.
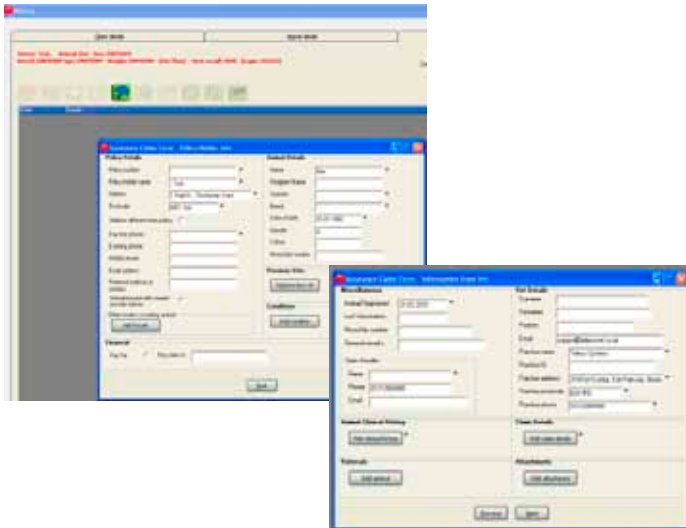

Select the animal you wish to request a test for. Ensure the animal has an insurance company selected (Pet Plan or Pet Protect). Click on the '**Comms**' button.

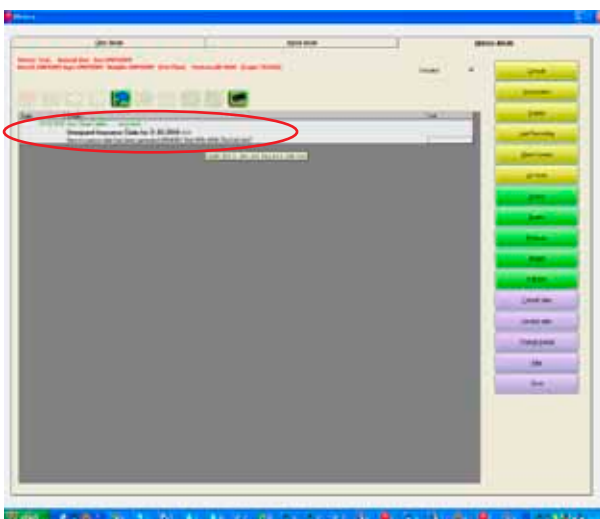Select '**eClaim**' from the list of options.

An insurance claim form will then be loaded, populated with information that can be gathered from the database. The remaining fields will need to be completed with as much information relating to the claim as possible.

When practice details are added for the first time they will be remembered for the next time the insurance claim form is loaded.

When the claim is sent, you will be notified if it has been successful and given the option to send a query along with the claim.

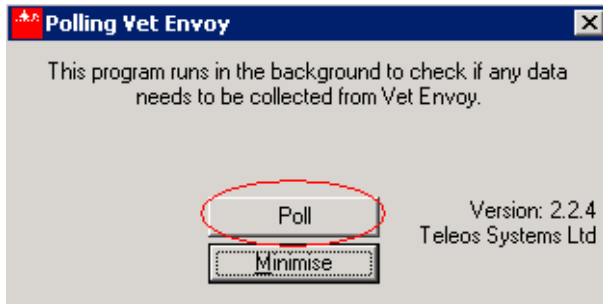A line will be added to the animal record to show that an eClaim was sent.

Details of the eClaim that has been sent can be viewed by double clicking on the line highlighted here.

It is mandatory for clinical notes to be sent along with a claim, therefore all clinical note lines are defaulted as ticked. To deselect multiple lines click the first line (in the block you would like to deselect), press and hold 'Shift', then click the last line in the block. In build 716 and onwards there is now a review screen (**Setup > Vet Envoy**), which lists the sent claims along with the current status.

Receiving notifications from the insurance company

One of your machines will have a polling program running, the machine, which this is set up on, will be confirmed on set up. Please ensure this program is running at all times to ensure data is collected promptly.

The Poller downloads data from Vet Envoy and allocates it to the corresponding Client/Animal record. The Poller checks for results every 30 seconds; a manual poll can be initiated at any time by clicking on the 'Poll' button

The practitioner, who is logged in at the time that the eClaim was generated, will receive updates on the process of the claim via T-mail, as well as receive queries relating to the claim from the insurance company.

The Client/Animal card will be updated accordingly.