



VetXML - eClaims

New Feature Documentation

What does it do?

VetXML is now fully integrated with Voyager. VetXML is a communication standard to make it easier for the veterinary profession to communicate and exchange data for Insurance eClaims, Microchip Registrations and Lab Requests / Results

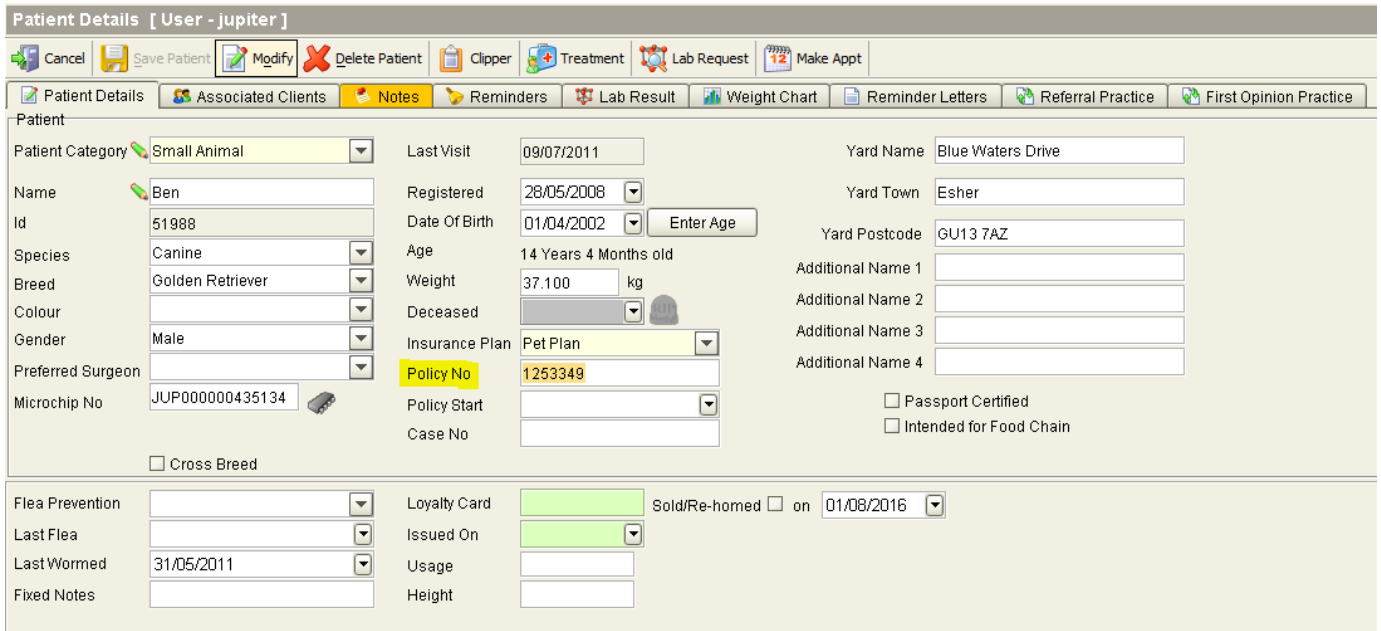
Please note that VetXML is an additional module which needs to be setup by Vet Space. This feature is not installed by default.

Contact our Sales department to arrange for VetXML installation.

Insurance eClaims

VetXml eClaim allows a practice to communicate digitally to an insurance company, to submit a claim without filling in forms and to be able to track the status of the claim once sent.

Before sending an eClaim. – The animal will need to have the **policy number** for a VetXML operating insurance company added to the animal's details.



When Modifying a patient's record, select the Insurance Company and complete the Policy Number accurately.

How to start a new eClaim.

To facilitate the production of insurance claims, Voyager contains a method of selecting items to include on a claim, produce a bespoke statement for the insurance company and register the items as "claimed" on the system.

Within the Treatment history area of the system, you will see a column headed "Insurance" which contains a tick box in each cell.

Proceed down the column, ticking the items you wish to include on the claim. Voyager also allows you to tick "Clinical Notes" to include on the claim due to the increasing demands of insurance companies to provide more information.

Once all required items have been ticked, right click on any of the selected items and choose "Save Insurance". This will assign those items to an insurance number.

Right click on an insured item and select VetXML insurance (See Right).

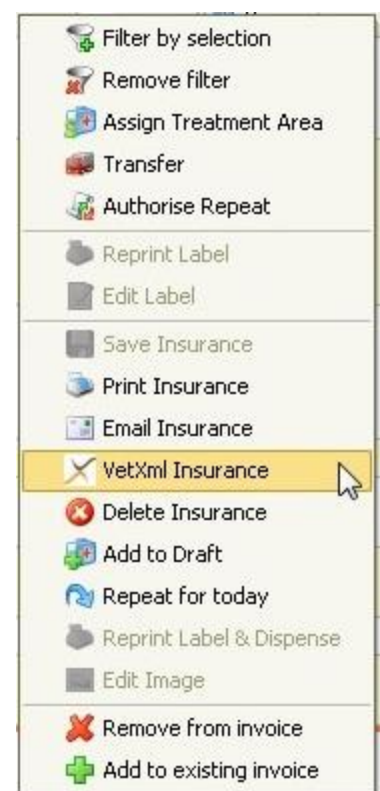
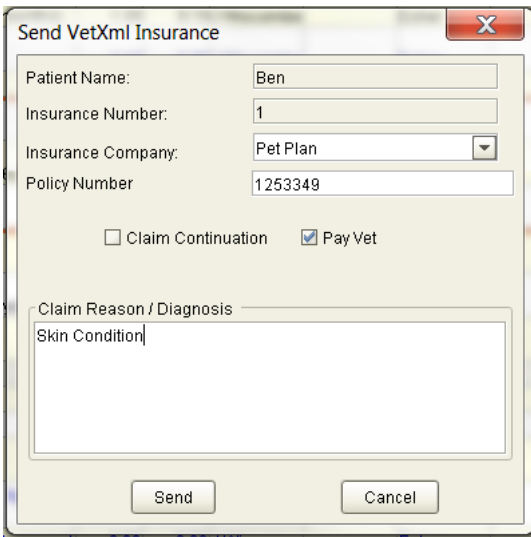
The "Send VetXML Insurance" window opens; this shows the animal name, the selected insurance number, and the insurance company, if the company is not correct it can be changed by using the combo box.

The option "Claim Continuation" can be ticked if this is a follow on claim that extends a previous submitted claim.

The option "Pay Vet" can be ticked to indicate that the insurance company should pay the practice the money rather than the client.

Fill in the "Claim Reason / Diagnosis" text area to give the insurance an overview of what the claim is for.

Press the send button to start the new VetXML eClaim. A message will appear to indicate that the eClaim has been started and the window will close.

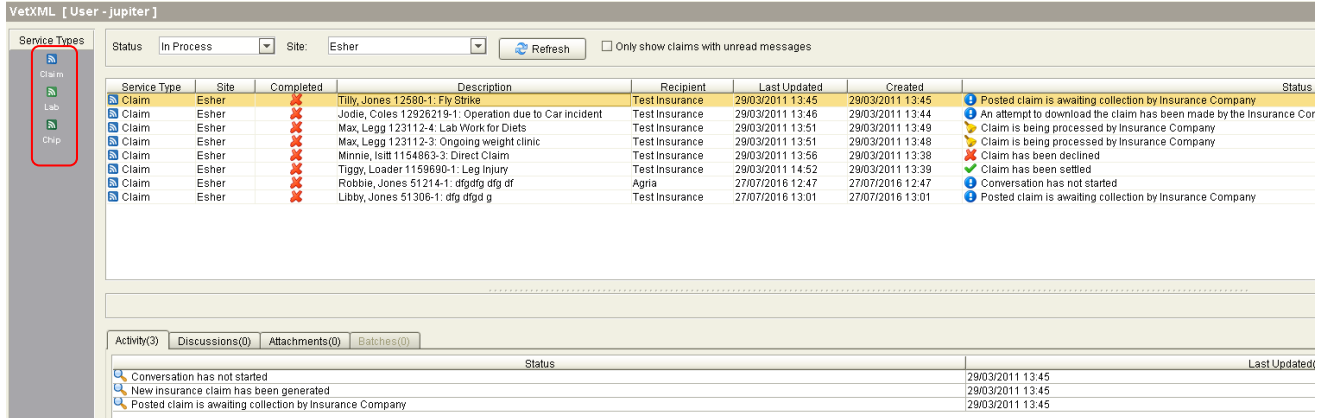



How to monitor an eClaim.

In Voyager, login and go to the VetXML module via Utilities > VetXML.

The VetXML module screen shows you a list of eClaims that have been made.

You can choose Claim for the service types menu from the left menu, Claim is the default service type to start on.



The screenshot shows the VetXML module interface. On the left, a sidebar contains a 'Service Types' menu with 'Claim' selected. The main area displays a table of eClaims with columns: Service Type, Site, Completed, Description, Recipient, Last Updated, Created, and Status. The table lists several claims for 'Esher' with various descriptions and statuses. Below the table, there are tabs for 'Activity(3)', 'Discussions(0)', 'Attachments(0)', and 'Batches(0)'. The 'Activity(3)' tab is active, showing a list of activities with columns for Status and Last Updated.

You can choose status to show matching eClaims for those In Progress, Completed or All statuses. A Site combo allows you to filter by site.



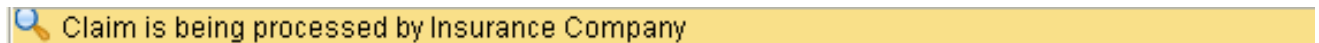
This screenshot shows the top section of the VetXML module. It includes a 'Status' dropdown menu with options 'In Progress', 'All', and 'Completed'. The 'Status' dropdown is currently set to 'In Progress'. Below it, the 'Service' dropdown is set to 'Claim'. To the right, there is a 'Site' dropdown menu set to 'Esher' and a 'Refresh' button. A checkbox labeled 'Only show claims with unread messages' is also present. Below these filters, a table shows a single claim for 'Tilly, Jones 12580-1: Fly Strike' with a status of 'Completed'.

For each eClaim the following is shown:

- The service type
- The site it originated from
- Its completed status (tick or cross)
- Description (Animal Name, Surname, Animal Id, Insurance and claim reason)
- The insurance company that you are sending too
- The time at which it last had an update
- When It was created
- The current status

Service Type	Site	Completed	Description	Recipient	Last Updated	Created	Status
Claim	Esher	✓	Ruby, Langdon 12641-1: Maintenance	Test Insurance	29/03/2011 13:46	29/03/2011 13:36	Insurance claim Complete - Claim has been settled

The details section is displayed at the bottom of the screen; this will show more information for the selected eClaim.



The screenshot shows a yellow banner with a magnifying glass icon and the text 'Claim is being processed by Insurance Company'.

In the Activity tab you can see the stages that the eClaim has gone through already, this will list all of the steps the eClaim makes on its way to completion and when those steps changed.

Activity(8) Discussions(0) Attachments(0) Batches(0)	
	Status
 Conversation has not started	
 New insurance claim has been generated	
 Posted claim is awaiting collection by Insurance Company	
 An attempt to download the claim has been made by the Insurance Company, not yet received confirmation that this was success	
 Download of claim has been confirmed by the Insurance Company	
 Claim is being processed by Insurance Company	
 Claim has been settled	
 Insurance claim Complete	

Checking for an update to the eClaims can be achieved by clicking on the refresh button. This will update the screen to show any status changes that have happened.

After submitting the claim, the next stage is for the Insurance Company to collect the eClaim from VetEnvoy. You will see this as "Posted claim is awaiting collection by Insurance Company"

When the Insurance Company starts to download the claim the status will change to "an attempt to download the claim has been made by the insurance company, not yet received confirmation that this was successful"

 Posted claim is awaiting collection by Insurance Company
--

Once the Insurance Company has fully downloaded and confirmed the eClaim the status will change to "Download of claim has been confirmed by the Insurance Company". At this point you know that the eClaim is with the insurance company and it will go in to their work queue.

 Download of claim has been confirmed by the Insurance Company

At this point the insurance company has the option to change the status to Processing, Settled or Declined.

If the insurance company is actively working on a claim they may change the status to being in process.

 Claim is being processed by Insurance Company

If the insurance company is happy with the claim they may then choose to settle the eClaim. At this point if Auto Acknowledge is turned on, the eClaim will move to the completed status. If it is not, you may manually acknowledge a settled or declined status to complete the eClaim.

Below shows the claim is completed and that it was successfully settled. This is indicated by a tick in completed and a tick in the status.

Service Type	Site	Completed	Description
 Claim	Esher		Ruby, Langdon 126941-1: Maintenance

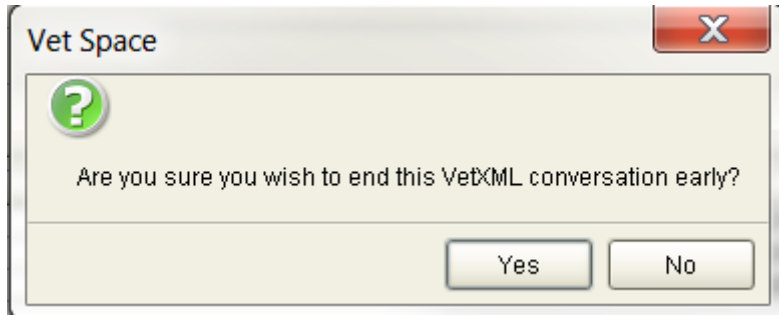
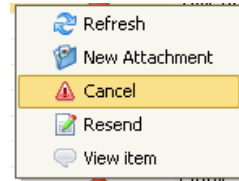
eClaims become complete when they are settled, declined or cancelled.

Cancelling a faulty eClaim.

After submitting an eClaim if you then notice that there is an error it is possible to cancel with the following procedure.

In the VetXml screen right click on the eClaim that you wish to cancel. Select the cancel option.

You will then get a confirmation box; clicking OK will cancel the eClaim.



The Insurance Company will be notified that the eClaim has been cancelled.

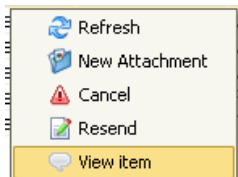
The eClaim will then show in the list of completed claims as Completed ticked and a status of a warning triangle with "conversation is nullified".



Viewing an eClaim

After starting an eClaim providing that it has been sent and not cancelled it is possible to view the data that has been sent in the VetXML eClaim.

To do this Right click on an eClaim and select View Item.



A window will open to show you the data contained within the eClaim request. (See example on following page):

[Print this page](#)

Veterinary Fees Claim Form

VET ENVOY PROCESSING ID:

Section A: Information required from you (the policyholder)

POLICYHOLDER DETAILS

Policy/certificate number	12346
Policyholder name	Mrs. Jones
Address	, Courtenay Drive, , Woking, Surrey GU7 3TH
Address different from policy	
Telephone number(s)	Daytime: 4449199 Evening: Mobile: 079743599
Email address	
Preferred contact means	Phone
Insured by provider before	
Other insurers covering animal	

PET DETAILS

Name	Libby
Species Breed	Canine Poodle (Miniature)
Pedigree	
Colour	Black
Sex	Neut Female
Date of birth (age)	2003-09-01
Microchip number	

CLAIM DETAILS

Previous Vets	
Financial	Pay Vet: No Mrs. Jones

DECLARATION

The details on this form are correct to the best of my knowledge.

SIGNATURE:		DATE:	
------------	--	-------	--

Section B: Information required from your vet

MISCELLANEOUS

Animal registered	2008-12-09
Last vaccination	2010-09-27
Microchip number	
General remarks	
Claim handler	Jupiter Veterinary Hospital 0845 2000 725

VET DETAILS

Name	Smaldon, S
Position	
Email address	
Practice name ID	Jupiter Veterinary Hospital aee6f2d9-622a-4b51-ae74-fe981c8ab563
Practice address	, Oak Tree Lane, , Esher, Surrey, GU13 5AX
Telephone number(s)	0845 2000 725

The data will include the practice, animal and client details, full clinical history and financial details of the items being claimed for. This information is for reference only and is based upon the information entered within Voyager when the claim is made.

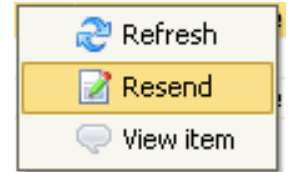
Re-sending eClaims.

If a claim has been created but there is a problem sending due to an error in the eClaim, support needs to be contacted to fix the error and then a resend can be done. The status will be "Posted claim contains invalid XML"

To do this right click on an eClaim and use the option resend.

This will display a confirmation box, Click OK to resend the eClaim.

This can also be used if some information has been missed for example the policy number or an updated client address. This is possible provided that the insurance Company has not yet downloaded the eClaim.



The resend option is removed from the menu if it is not an available action at that time.

Discussions on eClaims.

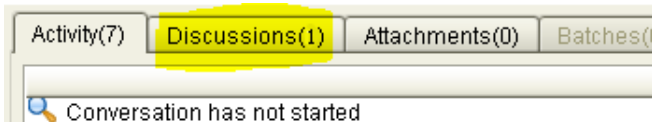
A discussion is similar to sending an email about the eClaim, they are in two parts, a sent message and a response message, both of these parts need to take place for the discussion to complete.

A discussion can start from either the practice or the insurance company's side.

Incoming message started by the insurance company.

After the insurance company has downloaded the eClaim it can start a new discussion.

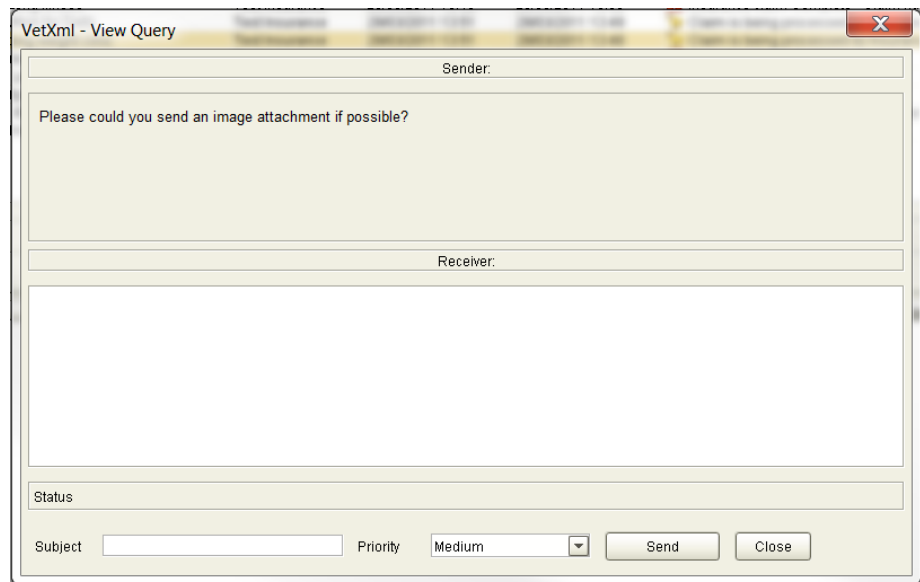
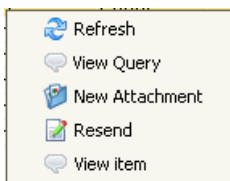
A Discussion will show in the discussions tab in the details area, a number indicates how many discussions are on that eClaim.



Click on the discussions tab.

The grid shows a subject, priority, the recipient company (practice or insurance company depending on direction as well as an incoming or outgoing arrow), last updated date and the discussions last status.

Right click view query, the Query panel is then displayed.



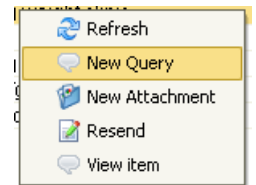
You are able to type back a reply in the white receiver box and then press the reply button.

The insurance company will then download the reply

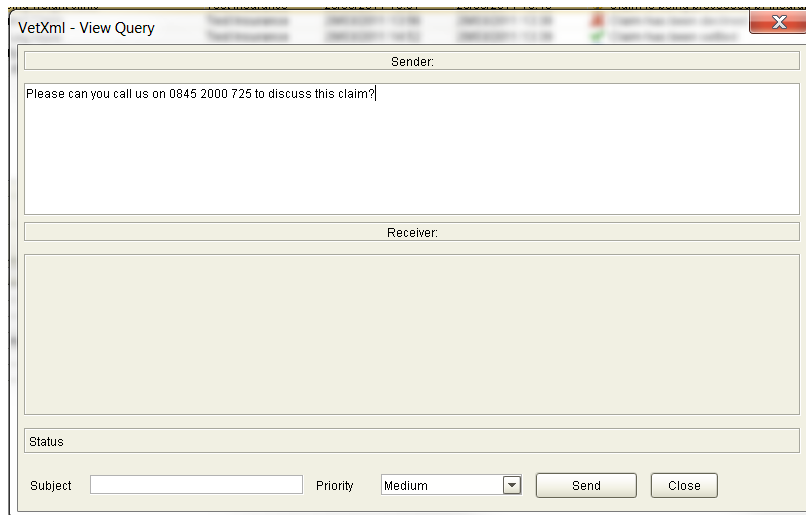
Outgoing message started by the practice.

Provided that the insurance company has downloaded the eClaim you may start a new discussion with the insurance company.

Right click on the eClaim, New Query.



You can then fill in the white boxes for the sent message, subject and set the priority.


 A dialog box titled "VetXml - View Query". It has a "Sender:" field with the text "Please can you call us on 0845 2000 725 to discuss this claim?". Below it is a "Receiver:" field. At the bottom, there is a "Status" field, a "Subject" text box, a "Priority" dropdown menu set to "Medium", and "Send" and "Close" buttons.

Click send, it will then be listed under discussions for that eClaim.

Once the insurance company has downloaded and replied you can then right click, view query to see the response.

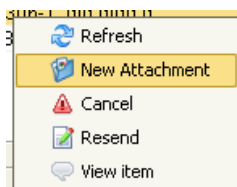
Attachments on eClaims

It is possible to upload files to the insurance company to help with the processing of an eClaim.

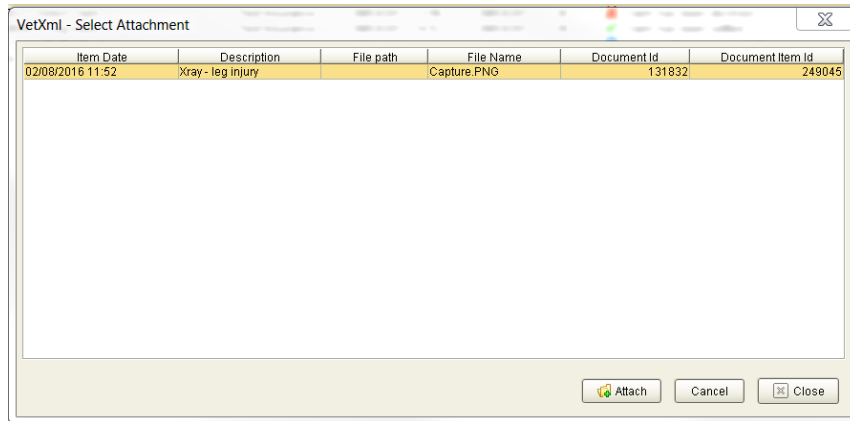
Sending of X-ray Images is normally a requirement of sending a claim for dental work.

To send an attachment the item needs to already be an attachment on the animal's history. If it please add the attachment to the animals history with the Voyager treatment screen.

In the VetXML module, right click on the eClaim and choose New Attachment.



The available attachments on the animal's history will then be displayed, select the relevant item attach.



The insurance company will then be notified of the attachment, download and confirm it.

It is possible to view the attachment by right clicking on the attachment > view attachment from the Attachments tab.

