

# E-Claims Efficiency

## An E-Claims Partnership That Will Save You Time and Money

**PetSure and RxWorks have teamed up to enable pet insurance claims for Australia's leading brands to be submitted electronically through the RxWorks practice management software. This means real time and effort savings in your clinic when helping your customers to submit pet insurance claims. There are no more claims forms to be filled and no more printing of customer histories and invoices - the whole process is automated.**

Claims are submitted immediately
No lengthy paper forms to complete
No transaction costs
Claims are resolved faster, with more timely payments to customers (same-day or next-day)
The need for re-work is reduced (eg. repeat customer visits for supporting information)
System training and support will be provided to participating clinics
No need to use multiple systems for different insurers
No reliance on clinic staff to explain the status or outcome of a claim

Rollout of RxWorks E-Claims commenced in mid-March 2016 and will be available for all PetSure brands.

### Easy to Use

When you submit a claim for a patient for the first time, you simply create a patient Insurance Profile in RxWorks with information about their policy. The following information is available on the customer's Certificate of Insurance, customers can also access this information by logging onto the Customer Portal on their Smartphones or PC:

- Insurance brand
- Policy number
- Policy start date

Once an Insurance Profile is created, it's easy to submit a claim for a customer. Just add the claim details, along with electronic copies of invoices, notes or any supporting documents required, and send it electronically. No more paper bureaucracy, real time savings for your clinic and a better customer experience in one straightforward electronic process. The status of the claim will show as "Submitted" until it has been assessed, and you will be able to see when the claim starts being processed as well as the final outcome.

What's more, you won't need to spend your time managing any denied claims, as customers will be contacted directly, and they will be provided with clear steps about the process to follow.

If you do have a question or comment about your customer's claim please feel free to contact PetSure's Vet Hotline on **1300 838 457 (1300 VET HLP)** or email **[vethelpline@petsure.com.au](mailto:vethelpline@petsure.com.au)**

### Upgrading to RxWorks E-Claims

The E-Claims functionality is currently only available in RxWorks 4.9. For details on how to upgrade, free of charge, please visit **[www.rxworks.com](http://www.rxworks.com)**

Like to be to be one of the first to use RxWorks E-Claims? Visit the PetSure website's vet page or click on the following link: **<http://www.petsure.com.au/Vet>**

# Frequently Asked Questions

**1. Do I need to submit the pet's full vet history with every claim?**

This is only required for the pet's first claim. For their subsequent claims, only the consultation notes related to the claim and the itemised invoice will be required. In a few special cases, we may ask for the veterinary history for the period in between two claims.

**2. Do I need to wait until the full course of treatments is completed before I can submit a claim?**

No. You may submit a claim for the treatments to date at any time so long as the invoice for those treatments has been paid.

**3. Does the invoice need to be paid before I submit the claim?**

Yes it does. PetSure's current approach means that the customer provides you with payment for your services in the first instance, and we remit claim benefits to the customer/policyholder following processing of the claim.

**4. Can I submit images, radiology reports and pathology results through E-Claims?**

Yes. You can submit any of these files that are attached to the patient record.

**5. Can I see a history of the claims for my patients?**

Yes. All claims submitted through RxWorks are stored on patient records.

**6. Do I need to pay to upgrade?**

No, the software upgrade is free of charge for existing RxWorks customers. However, if your equipment or version of RxWorks is old there may be costs involved in upgrading.

**7. What should I do if I am not sure if a treatment will be covered for my patient?**

You can contact PetSure's Vet Hotline on 1300 838 457 (1300 VET HLP) for general enquiries about coverage provided by a policy. You can also obtain a pre-authorisation for a specific treatment or surgery, so that you and the customer can be certain that your estimated fees will be covered by an insurance claim under the terms of the policy. The Pre-Approval is a free service provided by PetSure for those customers that want peace of mind.

**8. What if some of the pet's vet history is with a different vet?**

In these cases, the customer will need to contact their other vet/s and arrange for a complete record of the pet's history to be sent to us.

**9. What should I do if my customer's claim gets denied?**

We will contact the customer directly to explain what they should do if they have questions about the claim outcome. If you would like to discuss how the claim was assessed with PetSure, please call our Vet Hotline on **1300 838 457 (1300 VET HLP)** or email [vethelpline@petsure.com.au](mailto:vethelpline@petsure.com.au).

**10. Who do I contact if I have technical difficulties with the system?**

Please contact RxWorks at [www.rxworks.com](http://www.rxworks.com) for any technical issues.

If you have a query about a claim, why it might be on hold or to talk to one of PetSure's vets then please call PetSure's Vet Hotline on 1300 838 457 (1300 VET HLP).



Like us on [www.facebook.com/PetSureAU](http://www.facebook.com/PetSureAU)