

MANAGING INSURANCE IN VIIVE

Managing your patient's insurance information can help ensure timely payment for services rendered. Viive makes it easy to assign insurance coverage to patients and their dependents through their employers. Because Viive helps you create insurance claims as part of the appointment check-out process, insurance turn-around times are faster, which means you can get paid sooner.

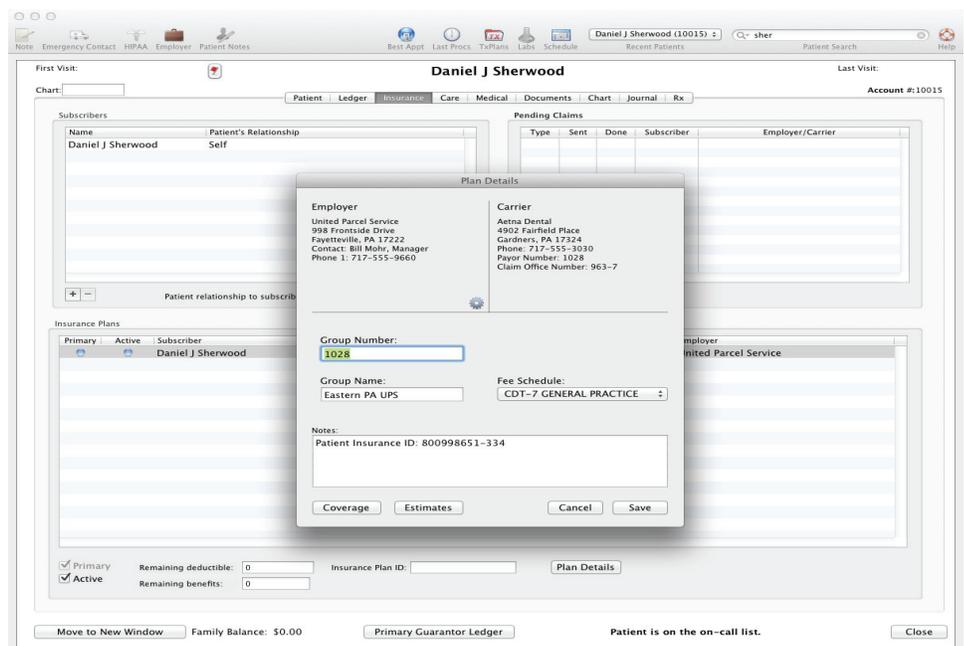


Figure 1.

Assigning Insurance to Patients

Using Viive, the first step in assigning insurance to a patient is determining who the subscriber is going to be. Individual patients can either be the subscriber to in insurance plan, or can be attached to other subscribers (in the case of dependents).

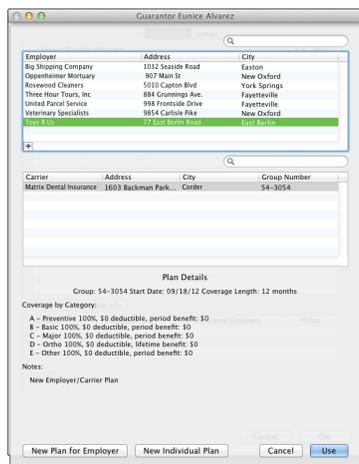


Figure 2.

Insurance is generally connected with employers. When entering patient information, you can search a list of employers previously entered into Viive, or enter a new employer (Figure 2). Then you can choose from insurance plans attached to the existing employers, or enter new plans into the system (Figure 3).

For additional information about assigning insurance to patients, select the Help menu and search for the *Setting up employers*, *Assigning an employer to a patient*, *Setting up insurance carriers*, and *Creating subscribers* topics.

Creating Insurance Claims

When patients are seen in your office and procedures are completed, you create insurance claims as part of the check-out process. If a patient has secondary insurance, a new claim is created automatically once the primary insurance claim has been paid.

For additional information about creating insurance claims, select the Help menu and search for the *Performing a patient check out* topic.

Posting Insurance Payments

During the check-out process, you have the opportunity to not only create the insurance claim, but to collect payment as well. When the claim is created, it appears in the Pending Claims section of the patient's Insurance page. From here you can access claims and apply payments.

For additional information about posting insurance payments, select the Help menu and search for the *Performing a patient checkout* topic.

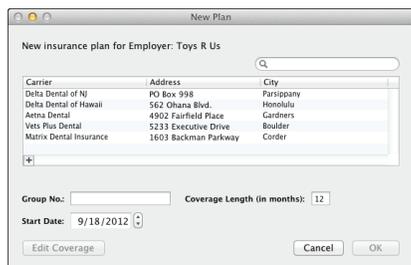


Figure 3.

More Information

Click the Help menu in Viive and search for the Help topics dealing with appointment management. You can also follow links within Help topics to related material.

For technical assistance, contact Viive Customer Support at 1-855-MAC-VIIVE.

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