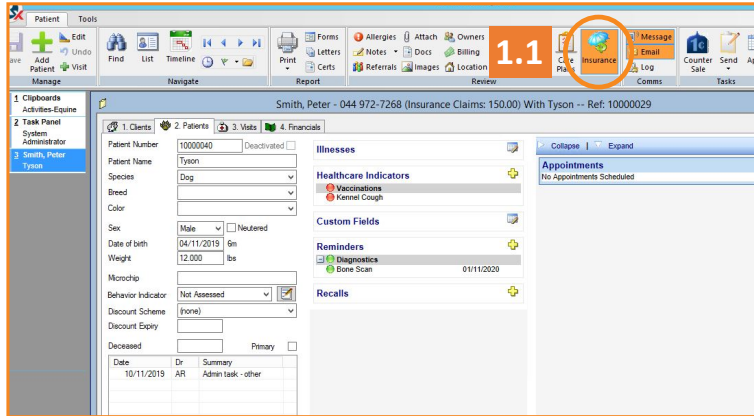


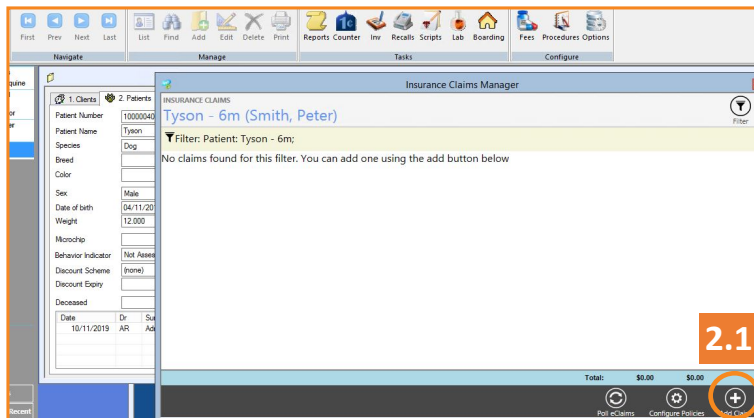
It will take up to 10 minutes for the GapOnly™ claim to be assessed.

Please ensure vet notes and charges are completed prior to submitting a GapOnly™ claim.



STEP 1.

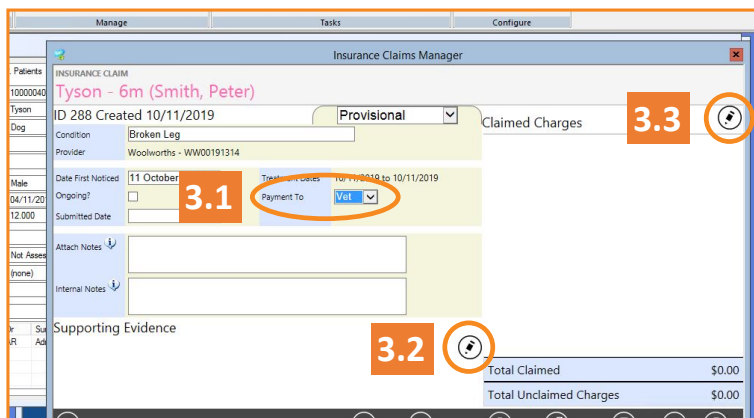
Click on 'Patient' tab, then click on Insurance (Fig 1.1).



STEP 2.

Click Add Claim (Fig 2.1).

Select the correct insurance policy from the drop-down box, then type a brief description of the condition into the 'Condition' field. Click **Create**.

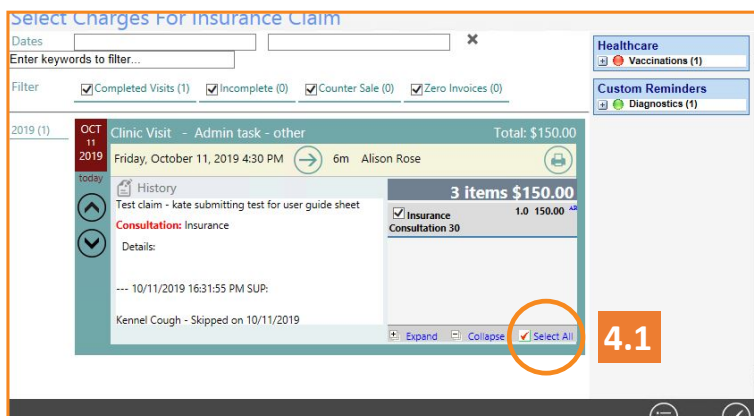


STEP 3. Creating the claim

Ensure the 'Payment To' dropdown is selected to **Vet** (Fig 3.1).

Add the vet notes. Click on the pencil next to Supporting Evidence (Fig 3.2). Choose the correct vet notes to support the claim, then click **OK**.

Add the vet charges. Click the pencil next to 'Claimed Charges' (Fig 3.3).



STEP 4. Adding claimed charges

When adding charges, click 'Select All' (Fig 4.1), then click **OK**. Click **Submit**.

When 'Payment Mismatch' screen appears, click **Submit Anyway**.

When 'Claim Declaration' screen appears, click **Accept**.

NOTE: If any discounts have been applied for your client please ensure these are ticked in the claimed charges.

STEP 5. Retrieving the insurance benefit

To check the status of a claim, on the 'Patient' tab, click **Insurance**.

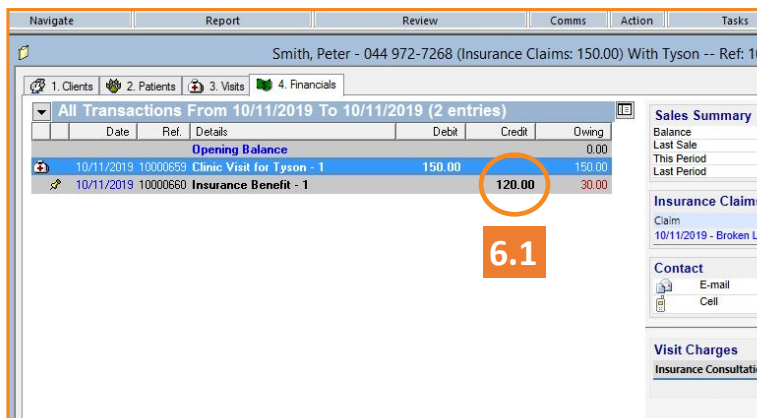
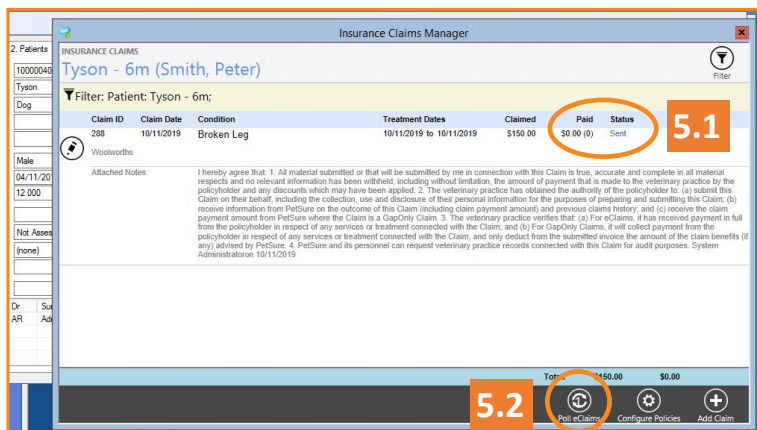
After submitting the GapOnly™ claim, the status will say 'Sent' and the paid amount will show \$0.00 (0) (**Fig 5.1**). The (0) means that the claim has not been assessed yet, and this number will change to a (1) when the claim has been finalised.

To check the status of a claim, click Poll eClaims (**Fig 5.2**).

NOTE: only click this once every 60 seconds, never double click.

When the claim has been assessed
In the paid column, (1) will appear. The dollar amount represents how much money the client has received from their insurer.

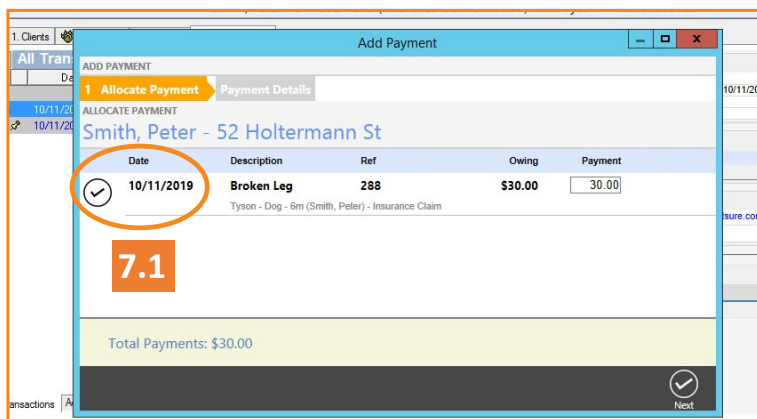
Close the Insurance Claims Manager screen.



STEP 6. Taking payment

Click on the client's 'Financials' screen and you will see the consult charge, with the 'Insurance Benefit' credited towards the clients account (**Fig 6.1**).

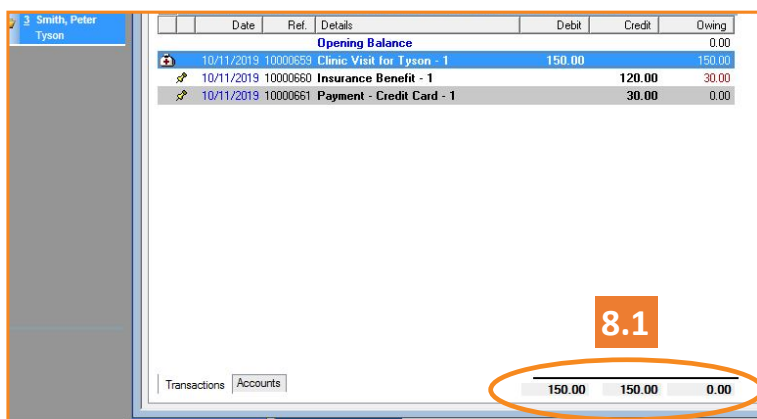
The balance owing by client is calculated for you.



STEP 7. Allocating payment

Take payment of the gap amount by clicking 'Add Payment'.

You must allocate the payment to the relevant vet visit by clicking on the circle (**Fig 7.1**).



STEP 8. Allocating payment

Click 'Next' and process the payment. The finalised account will appear as per **Fig 8.1**.

NOTE: Payment on the gap amount must be allocated against the correct vet visit, or else the GapOnly™ claim will not process correctly.