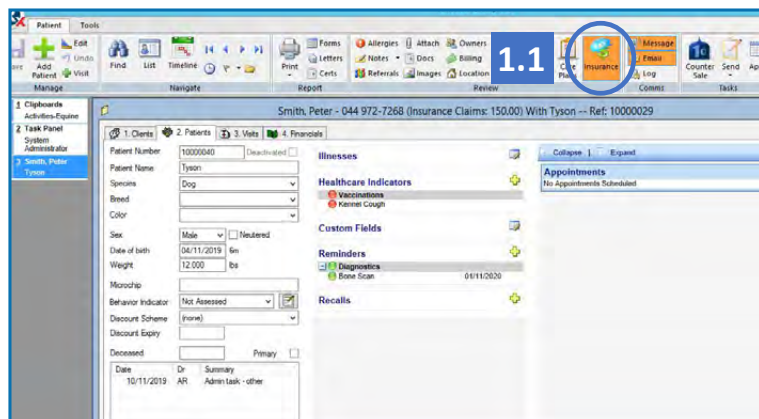
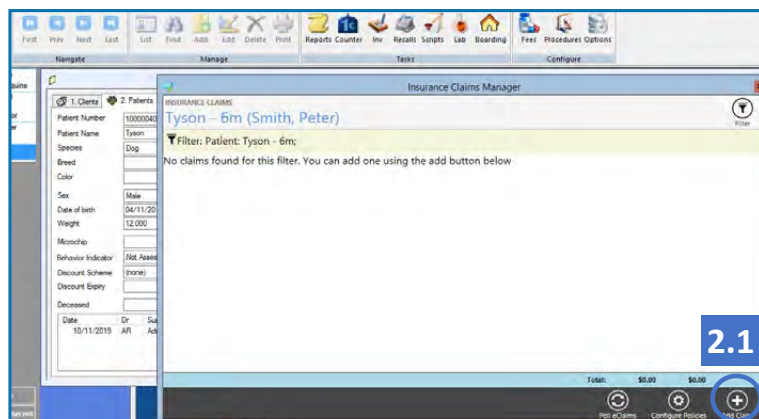


Please ensure vet consultation notes are completed and the balance has been paid by the client prior to submitting an eClaim.



STEP 1.

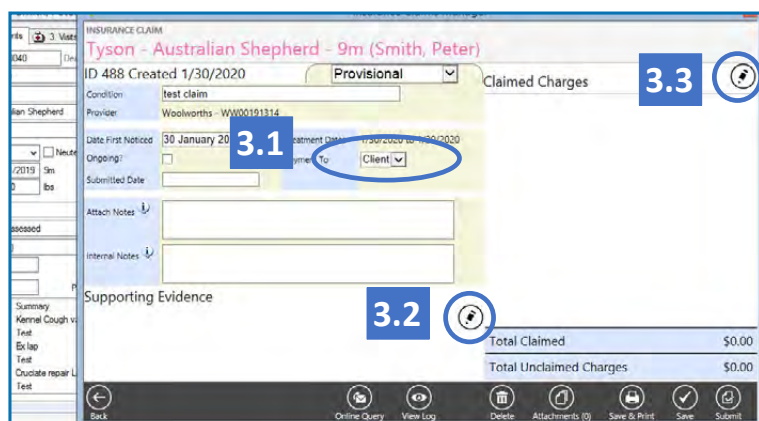
Click on 'Patient' tab, then click on **Insurance (Fig 1.1)**.



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**.

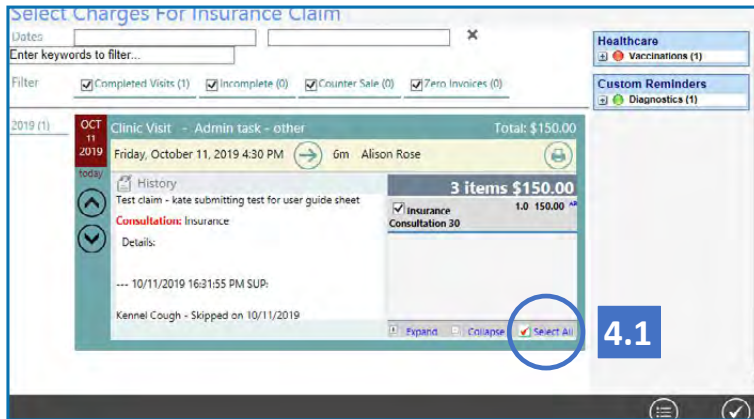


STEP 3. Creating the claim

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

Add the vet consultation 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**).



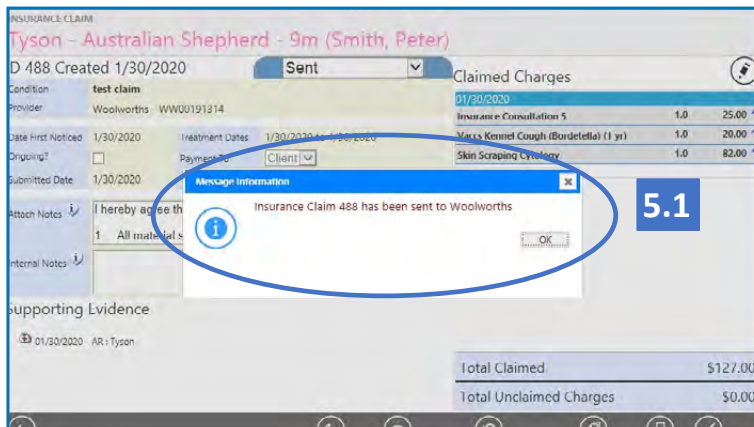
STEP 4. Adding claimed charges

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. Confirmation claim has been sent

Once the claim has been sent, you will receive a confirmation message saying the claim has been sent to the insurer.

NOTE: Your client will receive a text message from their insurer confirming their claim has been received, after it has been sent by the vet clinic.

For additional pet insurance tools and resources, visit petsure.com.au