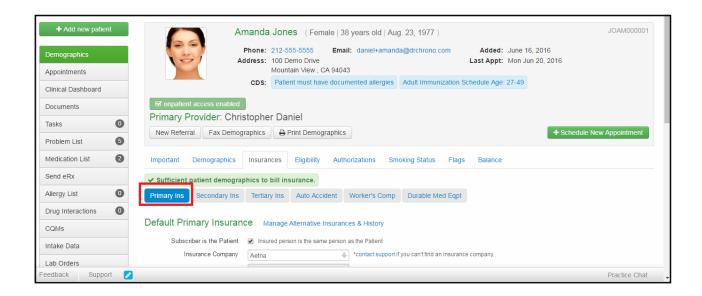# Submitting Claims to Multiple Primary Insurances.
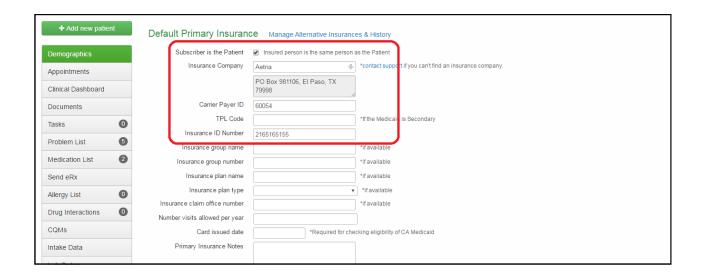
09/16/2024 3:24 pm EDT

To submit claims to multiple primary insurances, you will need to submit a ticket to the support team to have the "multiple primary" feature enabled. Once the request is processed and the feature is activated, please follow the steps outlined below:

This feature is especially helpful for Chiropractors and/or Mental Health providers where eligibility is through the payer (i.e. Cigna, Aetna) but the claim needs to go to a different payer for processing (i.e. American Specialty Health/ASH, Magellan Health)

All patient data listed in this article is sample data. This is not a real person or real patient data.
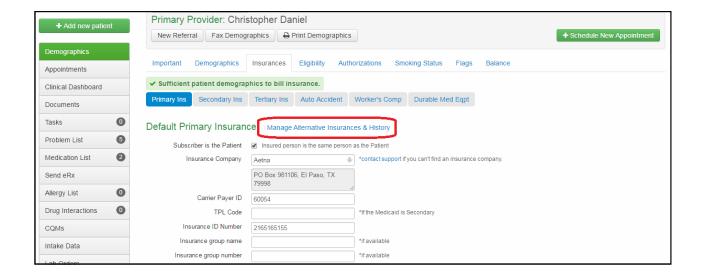
1. Please select a patient and navigate to the demographics screen.

2. Add the primary insurance information in the **Primary Ins** tab and click **Save Demographics**.
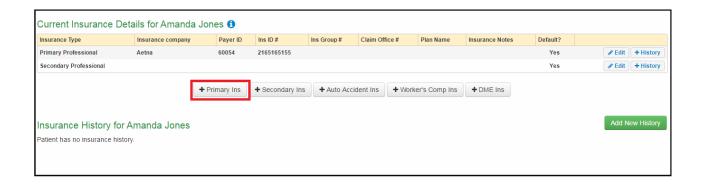
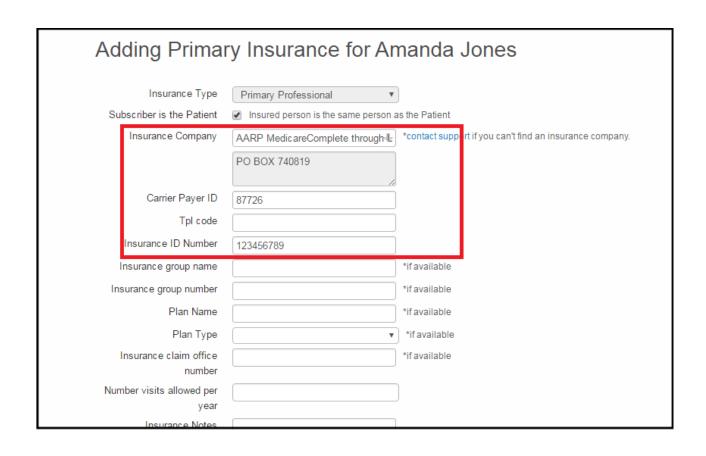3. Click on **Manage Alternative Insurances and History.**

4. In this screen you will find the patient's primary insurance that you just entered listed as the default.
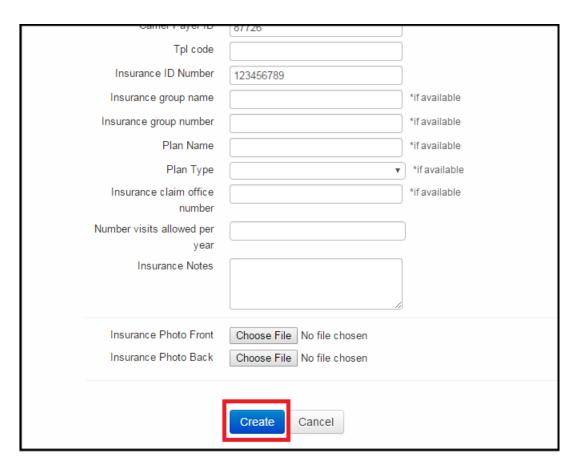

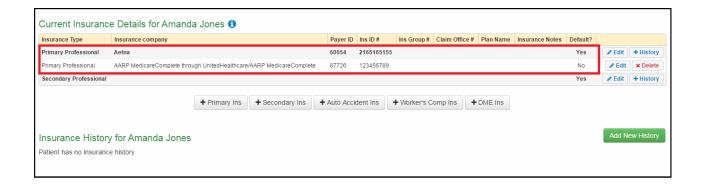5. In order to add another primary insurance click on **+Primary Ins**.

6. Here, you can enter the additional primary insurance information for the patient. Once entered, click **Create**.

Adding Primary Insurance for Amanda Jones

Insurance Type   [Primary Professional ▼]

Subscriber is the Patient   ☑ Insured person is the same person as the Patient

Insurance Company   [AARP MedicareComplete through U]   *contact support if you can't find an insurance company.

[PO BOX 740819]

Carrier Payer ID   [87726]

Tpl code   [ ]

Insurance ID Number   [123456789]

Insurance group name   [ ]   *if available

Insurance group number   [ ]   *if available

Plan Name   [ ]   *if available

Plan Type   [▼]   *if available

Insurance claim office number   [ ]   *if available

Number visits allowed per year   [ ]

Insurance Notes

Carrier Payer ID   [87726]

Tpl code   [ ]

Insurance ID Number   [123456789]

Insurance group name   [ ]   *if available

Insurance group number   [ ]   *if available

Plan Name   [ ]   *if available

Plan Type   [▼]   *if available

Insurance claim office number   [ ]   *if available

Number visits allowed per year   [ ]

Insurance Notes   [ ]

Insurance Photo Front   [Choose File] No file chosen

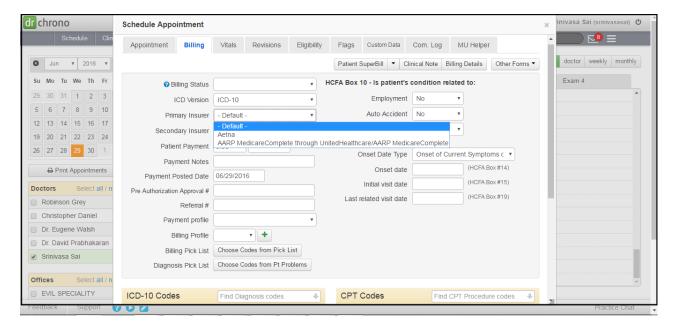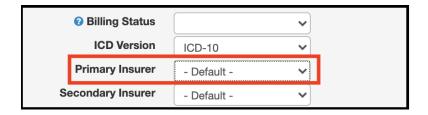Insurance Photo Back   [Choose File] No file chosen

[**Create**]   [Cancel]

7. And now you will find two primary insurances listed for the patient and the first insurance listed as default.

Current Insurance Details for Amanda Jones ⓘ

Insurance Type	Insurance company	Payer ID	Ins ID #	Ins Group #	Claim Office #	Plan Name	Insurance Notes	Default?		
Primary Professional	Aetna	60054	2165165155					Yes	✏ Edit	✚ History
Primary Professional	AARP MedicareComplete through UnitedHealthcare/AARP MedicareComplete	87726	123456789					No	✏ Edit	✖ Delete
Secondary Professional								Yes	✏ Edit	✚ History

＋ Primary Ins　　＋ Secondary Ins　　＋ Auto Accident Ins　　＋ Worker's Comp Ins　　＋ DME Ins

Insurance History for Amanda Jones　　　　　　　　　　　　　　　　　　Add New History

Patient has no insurance history.

8. When the patient schedules an appointment, you will have 2 options under **Primary Insurer**.

9. Under the **Billing** tab on the appointment window, select the **Primary Insurer** dropdown. From here, you can select which payer needs to be billed for this appointment.

10. Click on Save.

11. You will also have the option to update which payer the claim should be sent to in the Live Claims Feed. (**Billing > Live Claims Feed**)

Here is a video that will walk you through working with multiple primary insurances.