Submitting Claims to Multiple Primary Insurances.

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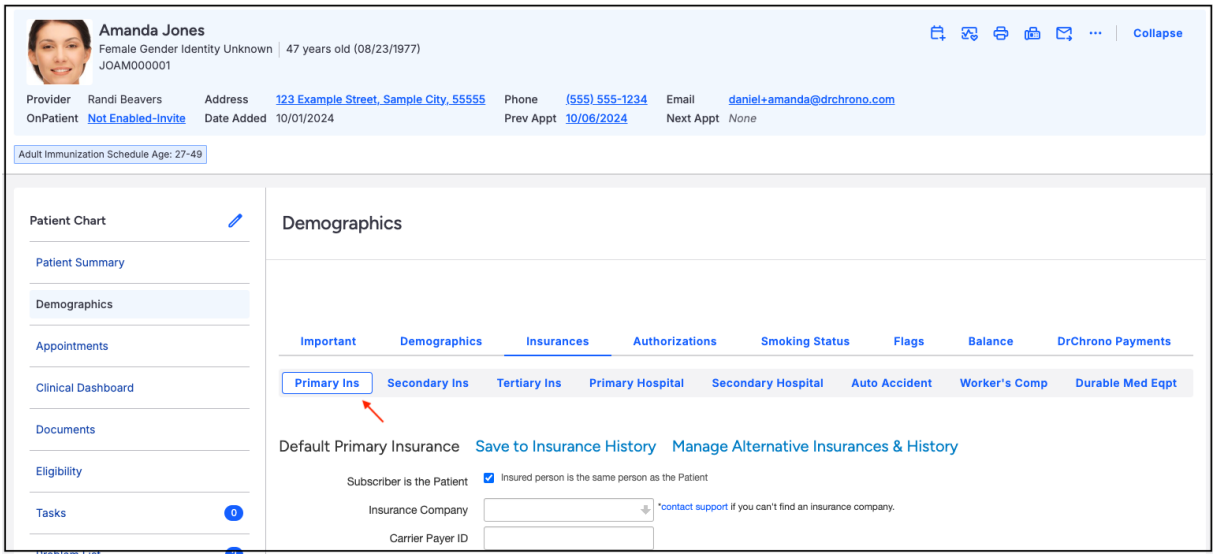
To submit claims to multiple primary insurances, you will need to submit a ticket to the support team to have the "multiple primary" feature enabled. Once the request is processed and the feature is activated, follow the steps outlined below:

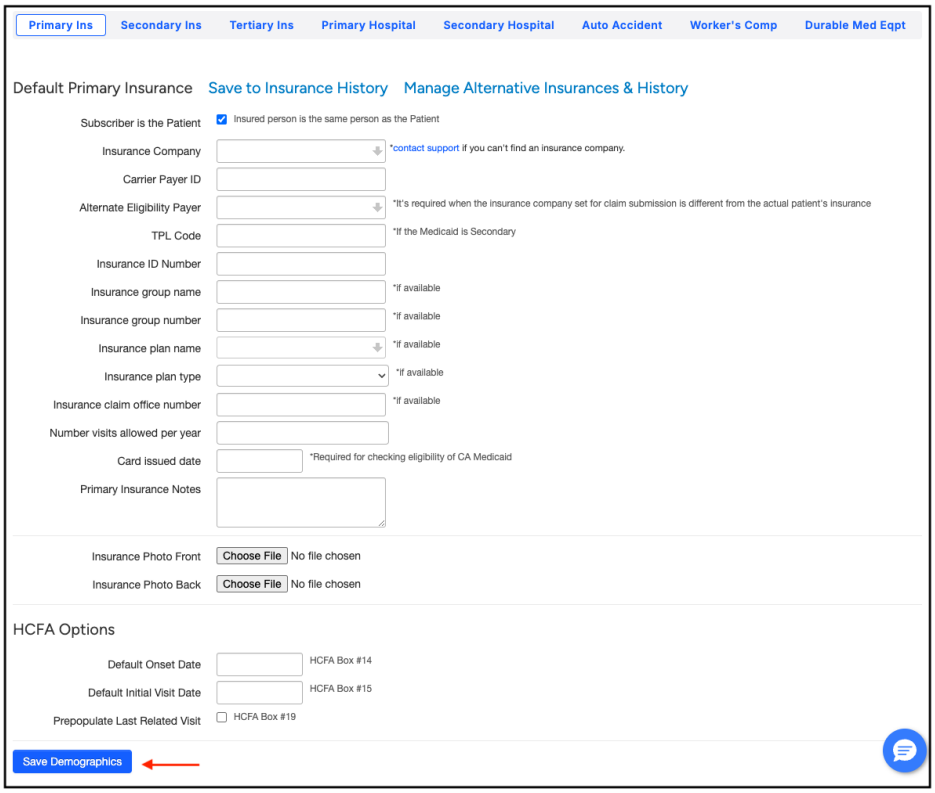
This feature is especially helpful for Chiropractors and/or Mental Health providers where eligibility is through the payer (i.e., Cigna, Aetna), but the claim needs to go to a different payer for processing (i.e., American Specialty Health/ASH, Magellan Health)

All patient data listed in this article is sample data. This is not a real person or real patient data.

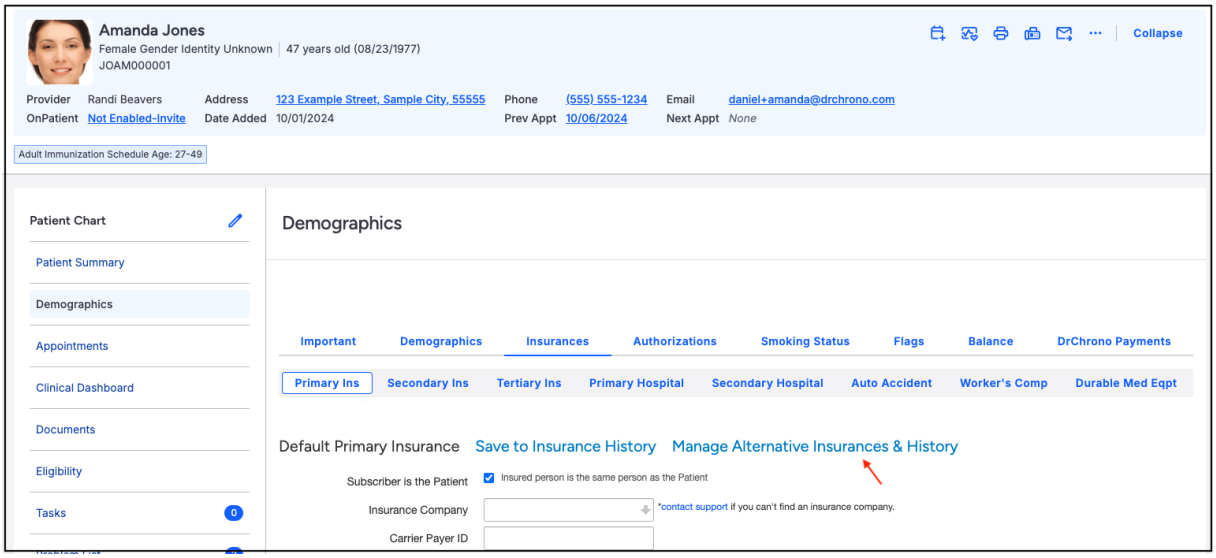
1. Select a patient and navigate to the demographics screen.

2. Add the primary insurance information in the **Primary Ins** tab and press **Save Demographics**.

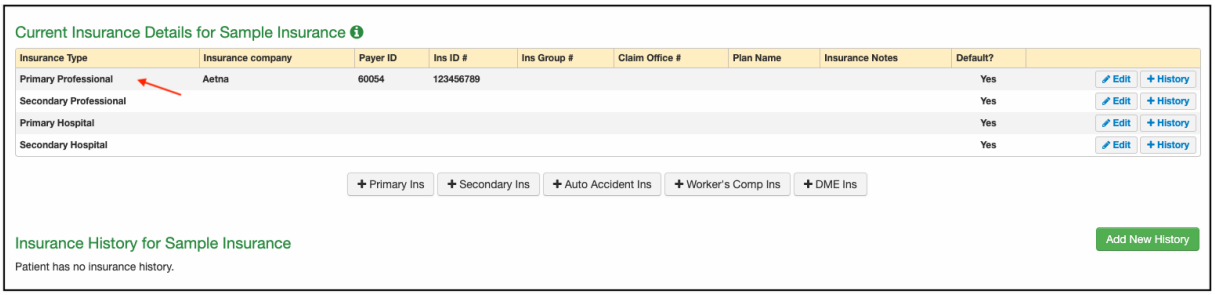




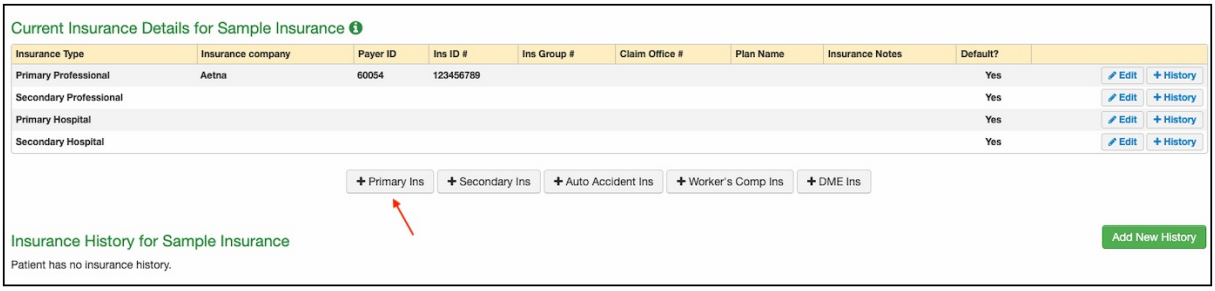
3. Select **Manage Alternative Insurances and History**.



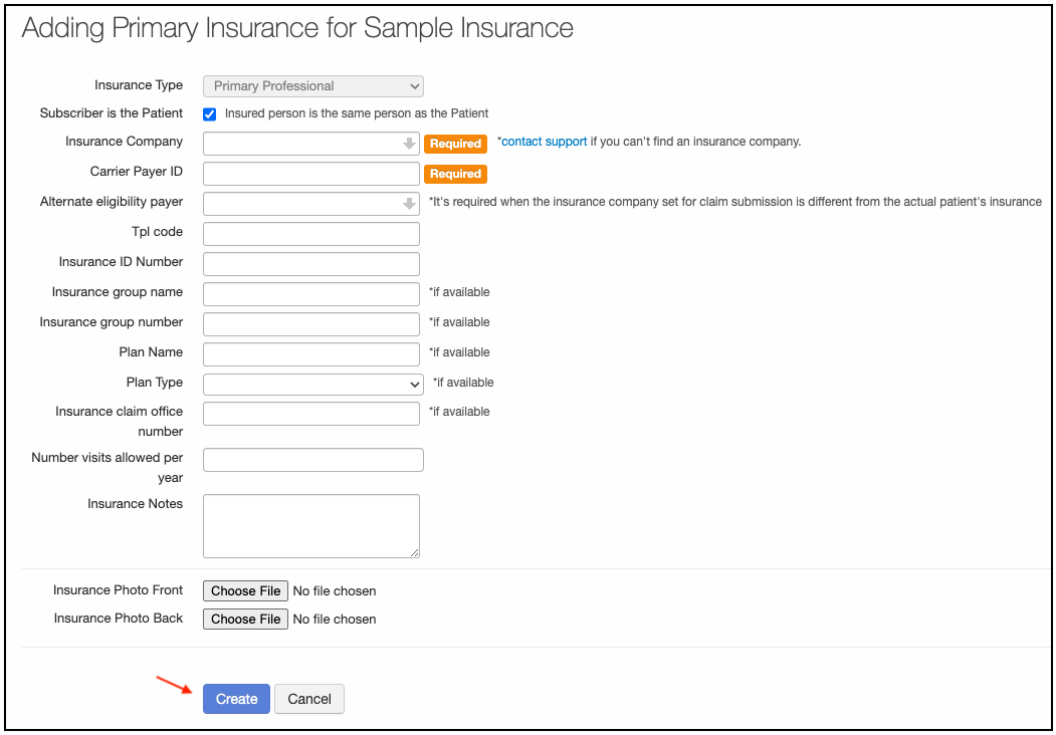
4. In this screen, you will find the patient's primary insurance that you just entered listed as the default.



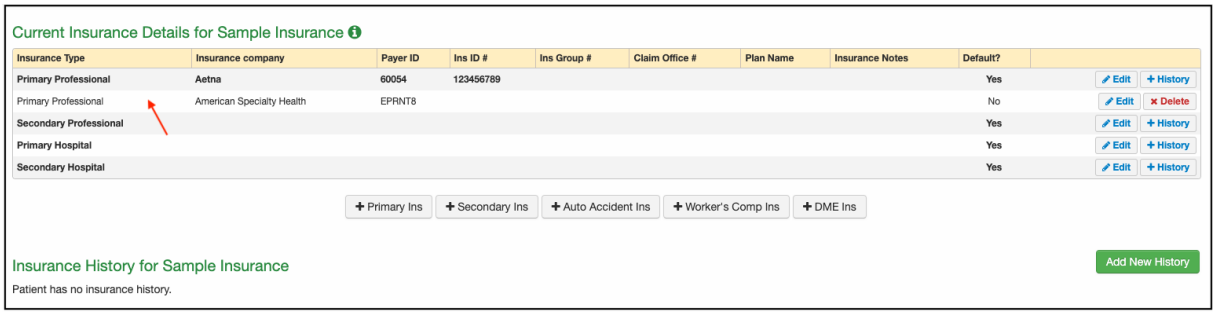
5. To add another primary insurance, select **+Primary Ins**.



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

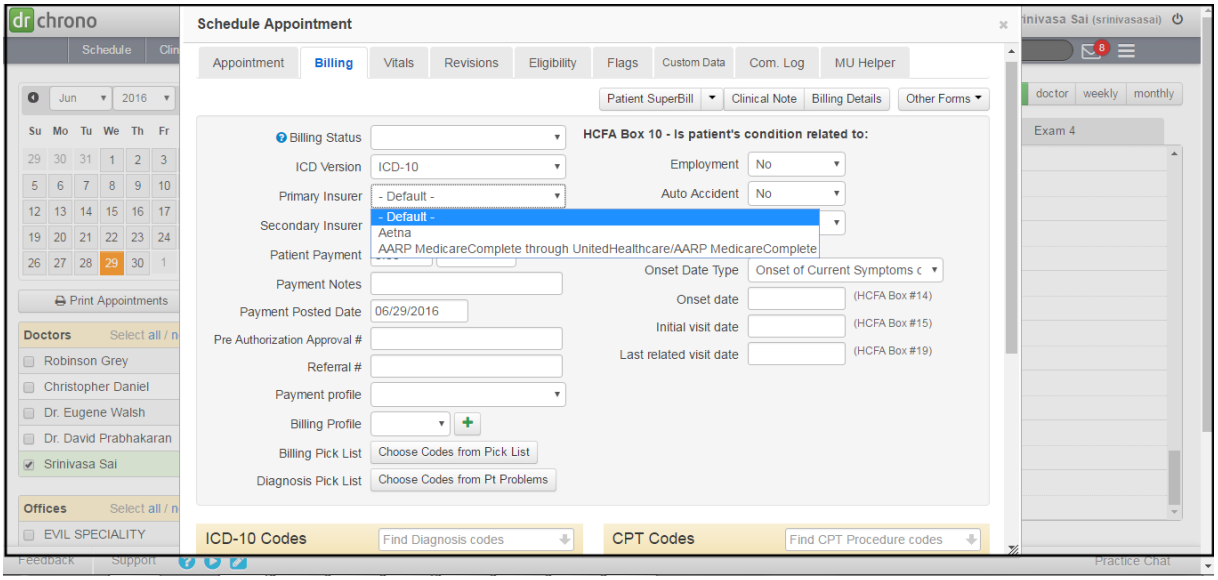


7. Now, two primary insurances are listed for the patient, and the first insurance is listed as default.



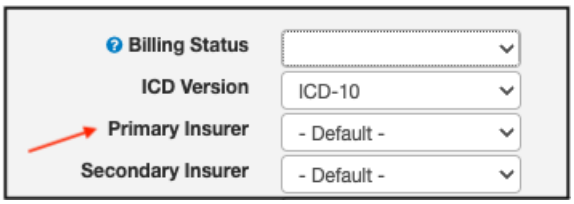
8. When the patient schedules an appointment, you will have 2 options under **Primary Insurer**.

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. Press **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.