

# How to Add, Edit, and Archive Patient Insurance

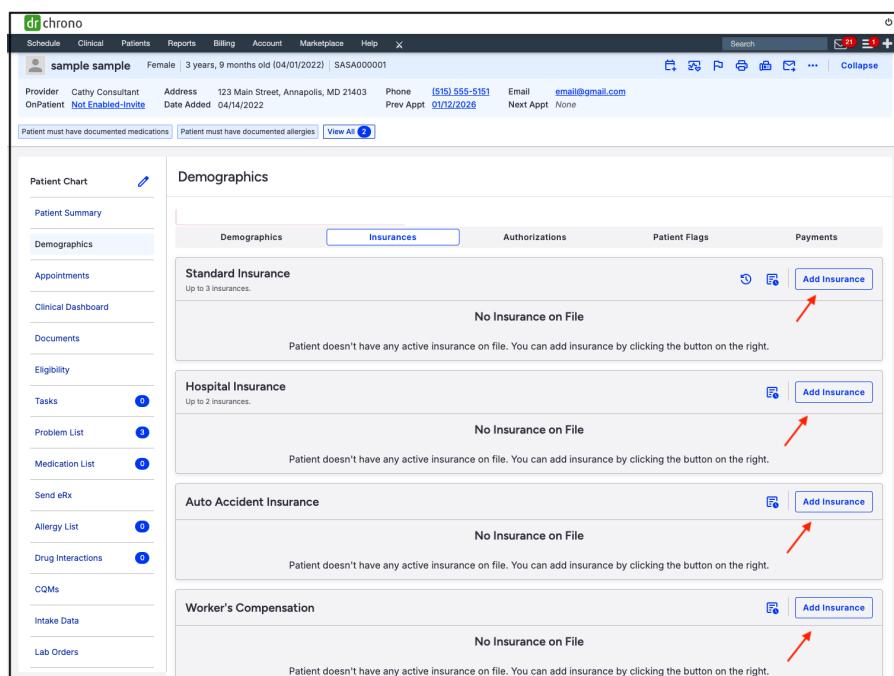
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Accurately managing patients' insurance is critical to smooth check-in and successful billing. The steps below show how to add new insurance, update existing insurance details, and archive inactive insurance records. Following these steps helps ensure insurance information stays current, organized, and audit-ready.

## Add Insurance | Edit Insurance | Archive Insurance

### Adding an Insurance

1. Navigate to the patient's chart > Demographics > Insurances tab.
2. Press Add Insurance in the row that corresponds to the type of insurance (Standard, Hospital, Auto Accident, Worker's Compensation, DME).



3. The screen allows the addition of insurance information. The red stars next to Insurance Priority, Insurance (Payer ID), and Insurance ID (Patient's insurance id number) designate them as required fields.
4. When adding a payer, there will be an option to create a new payer. Please note that this option will create a paper claim, even if the payer has an electronic payer ID.

Add Standard Insurance X

**Insurance Info**

Insurance Priority \*

Insurance \*

Insurance ID \*

Phone

Effective Date ?  Calendar icon

Ineffective Date  Calendar icon

Group Name

Group Number

Plan Name

Plan Type

Alternate Eligibility Payer ?

TPL Code ?

Visits Allowed

Note

- a. **Insurance Priority** -Select Primary, Secondary, Tertiary Insurance for the payer added.
- b. **Insurance** - Type the payer's name or Payer ID. As you type, the system will offer options.
- c. **Insurance ID** - Enter the patient's insurance ID from their insurance card.
- d. **Phone** - Enter the phone number for the payer.
- e. **Effective/Ineffective Date** - Enter the effective date of the insurance coverage.
- f. **Group Name/Number** - Enter the group name and phone number for the insurance company.
- g. **Plan Name/Type** - Enter the plan name and plan type for the insurance coverage.
- h. **Alternate Eligibility Payer** - For use where the eligibility information comes from one company, and the claim goes to another payer for processing. This scenario is most common in the chiropractic and mental health fields.
  - i. **TPL Code** - Identifies other insurance or responsible parties (like private insurance, Workers' Comp) that must pay for a patient's medical care before Medicaid or other primary payers do.
  - j. **Visits Allowed** - Enter the number of visits allowed per year, if applicable.
  - k. **Notes** - Enter any applicable notes.

**Add Standard Insurance**

**Insurance Photo**

Front  
Max file size is 25 MB. Accept .bmp, .gif, .jpeg, .pdf, .png, .tiff files.

Back  
Max file size is 25 MB. Accept .bmp, .gif, .jpeg, .pdf, .png, .tiff files.

or drop here

or drop here

No file selected

No file selected

**Subscriber**

Patient is the subscriber.

First Name

Last Name

Middle Name

Suffix

Date of Birth

Sex

SSN

Relationship

Phone

Country  United States

Street Address

City

State

ZIP Code

**l. Insurance Photo** - Select the insurance card image from the device, or drag and drop it into the blue box. Acceptable image files include: .bmp, .gif, .jpeg, .pdf, .png, .tiff.

**m. Subscriber** - If the patient is the subscriber, check the box. If the patient is not the subscriber, fill in the fields for the subscriber.

**HCFA Options**

Default Onset Date  
HCFA Box #14

Default Initial Visit Date  
HCFA Box #15

Pre-populate Last Related Visit  
HCFA Box #19

Yes, pre-populate last related visit.  
 No, do not pre-populate last related visit.

**n. HCFA Options** - Here you can set dates that will populate in HCFA claim forms in boxes 14 and 15.

- Default Onset Date - HCFA box 14
- Default Initial Visit Date - HCFA box 15

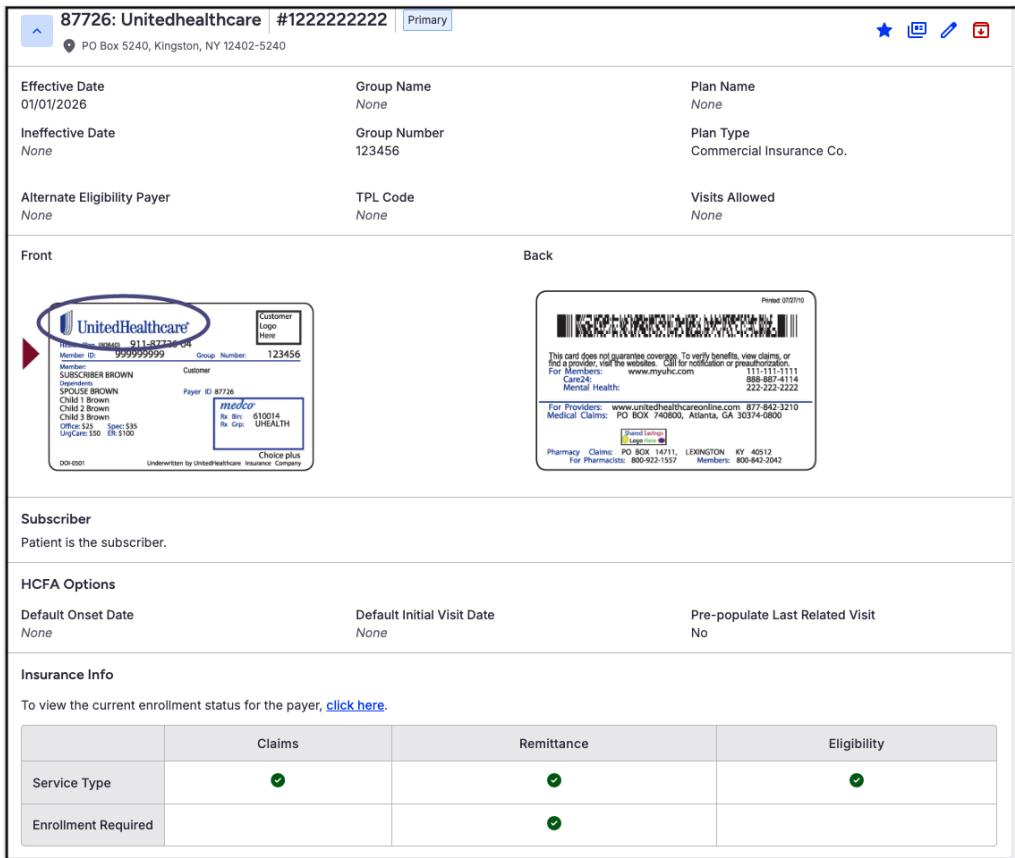
**o. Pre-Populate Last Related Visit**

- Select whether or not to include the last related visit on the HCFA form in box 19.

- Press Add Insurance on the bottom right of the screen to save.
- Once saved, the entry will reflect the information entered.

7. In the top right, the icons are:

- Star - Defaults the insurance as the primary payer for the patient
- Dual Cards -Runs the eligibility and benefit coverage check
- Pencil - Allows updating/changing of the information listed
- Red Folder - Allows archiving of the payer when the patient's coverage ends.



The screenshot shows the UnitedHealthcare insurance card with the following details:

**Front:**

- Member ID: 911-87726-04
- Group Number: 123456
- Customer Logo: None
- Member: BROWN, JESSIE R
- Relationship: Customer
- Dependents: Child 1 Brown, Child 2 Brown, Child 3 Brown
- Office: S210
- Spec: \$35
- Unicare: \$50
- ERL: \$100
- DOB: 0501
- Underwritten by UnitedHealthcare Insurance Company

**Back:**

- Printed: 07/27/15
- QR Code
- This card does not guarantee coverage. To verify benefits, visit [www.ushc.com](http://www.ushc.com) or call 1-800-887-4114.
- For Members: 111-111-1111
- Care24: 888-887-4114
- Mental Health: 222-222-2222
- For Providers: [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com) 877-842-3210
- Medical Claims: PO BOX 740800, Atlanta, GA 30374-0800
- Pharmacy: PO BOX 14711, LEXINGTON, KY 40512
- For Pharmacists: 800-922-1557
- Members: 800-842-2042

8. Insurance Info - The chart identifies services available through the clearinghouse ePS for the payer. If enrollment is required for claims (837), Remittance (ERA/835), or Eligibility (270), it will be noted on the bottom row.

## Editing an Insurance

1. Navigate to the patient's chart > Demographics > Insurances tab.
2. Press the down arrow to expose the payer information that needs editing.

The screenshot shows a list of insurances. One entry is highlighted with a blue border. The entry details are: Payer ID: 87726, Payer Name: Unitedhealthcare, Plan ID: #1222222222, Status: Primary. Below the entry is the address: PO Box 5240, Kingston, NY 12402-5240. To the right of the entry are several icons: a blue star, a blue square with a white arrow, a blue pencil, and a red square with a white plus sign. A red arrow points to the blue pencil icon.

3. Press the blue pencil on the right side of the screen.

The screenshot shows the 'Edit Standard Insurance' screen. The insurance entry is: Payer ID: 87726, Payer Name: Unitedhealthcare, Plan ID: #1222222222, Status: Primary. The address is: PO Box 5240, Kingston, NY 12402-5240. The edit screen includes fields for Effective Date (01/01/2026), Ineffective Date (None), Group Name (None), Group Number (123456), Plan Name (None), Plan Type (Commercial Insurance Co.), Alternate Eligibility Payer (None), TPL Code (None), and Visits Allowed (None). To the right of the screen, a vertical toolbar has a blue pencil icon with a red arrow pointing to it.

4. The edit screen will open so updates can be made.

The screenshot shows the 'Edit Standard Insurance' form. The insurance entry is: Payer ID: 1222222222, Payer Name: Unitedhealthcare, Plan ID: #1222222222, Status: Primary. The address is: PO Box 5240, Kingston, NY 12402-5240. The form includes fields for Insurance Priority (Primary Insurance), Insurance ID (1222222222), Effective Date (01/01/2026), Ineffective Date (MM/DD/YYYY), Group Name (None), Group Number (123456), Plan Name (None), Plan Type (Commercial Insurance Co.), Alternate Eligibility Payer (Search...), TPL Code (None), and Visits Allowed (None per year). A note at the top says 'Primary Address: PO Box 5240, Kingston, NY 12402-5240 | Use Alternate Address Instead'.

5. Press Save Insurance on the bottom right of the screen to save the updates.

## Archive Insurance

1. Navigate to the patient's chart > Demographics > Insurances tab.
2. Press the down arrow to expose the payer that needs archiving.

**Standard Insurance**

Up to 3 insurances.

**87726: Unitedhealthcare | #1222222222 | Primary**

PO Box 5240, Kingston, NY 12402-5240

**Add Insurance**

3. Press the red folder on the right side of the screen.

**87726: Unitedhealthcare | #1222222222 | Primary**

PO Box 5240, Kingston, NY 12402-5240

Effective Date 01/01/2026	Group Name None	Plan Name None
Ineffective Date None	Group Number 123456	Plan Type Commercial Insurance Co.
Alternate Eligibility Payer None	TPL Code None	Visits Allowed None

4. A confirmation message will prompt entry of an ineffective date and confirmation that the payer should be archived and moved to the patient's insurance history.

Are you sure you want to archive the following insurance?

**87726: Unitedhealthcare | #1222222222 | Primary**

PO Box 5240, Kingston, NY 12402-5240

**Effective Date**

01/01/2026

**Ineffective Date \***

**Cancel** **Archive Insurance**