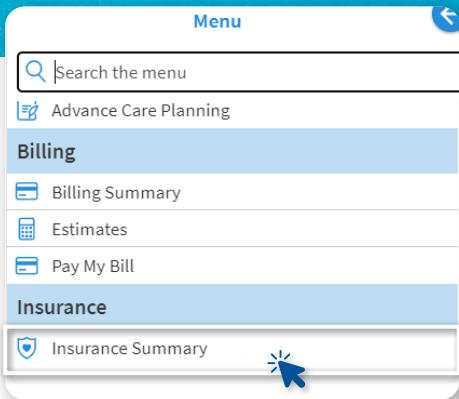




# How to Add, Edit or Remove Insurance



You can update, add, or remove coverage(s) at any time.

1. Click **Menu**.
2. Click **Insurance Summary**.
3. On the insurance summary page, you can update, add or remove coverage, and replace insurance card photos.

## Add Insurance Coverage

If you have insurance coverage(s) loaded into your health record, you will see it listed. If you do not have an insurance card loaded, or you need to add a new coverage, click **Add a coverage**.

**+ Add a coverage**

1. Indicate which insurance policy you have.
2. Enter the Member number.
3. Answer "yes" or "no" as to whether you are the policy holder.
4. You can also upload front and back images of your insurance card.

**Add a coverage**

Choose your insurance provider. If your insurance provider is not listed choose "Other".  
**\* Indicates a required field**

**Insurance**  
 United Healthcare

**Member Number**

**\*Are you the policy holder for this insurance?**  
 Yes   No

Please upload images of your insurance card. (i)

**Add front**  
 File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF.  
 The maximum file size is 4 MB.

**Add back**  
 File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF.  
 The maximum file size is 4 MB.

- a. Once the images are uploaded you can view the front and back. You may see different views of your cards. By clicking **Preview not available**, you can view your insurance card.
- b. Click **Submit** to continue.

**\*Please upload images of your insurance card.**

Blue Cross (front)

**View** **Remove**

## Add Insurance Coverage, *continued*

5. You will see "Verification is in Progress." This means our system is receiving your information.

**Verification in Progress**  
It may take up to 45 seconds to verify the insurance information you've recently entered.  
When verification is complete, this insurance information will appear under Insurance on File or Pending Review.

Aetna Insurance	Added
Member Name	Member Number
Doe, Jane	1122334455

6. Once it's complete, you will see the insurance you just added under Pending Review.

**Pending Review**

Aetna Insurance	Added
Member Name	Subscriber Number
Doe, Jane	1122334455

Your uploaded insurance will be manually reviewed and confirmed by staff.

## Removing Insurance Coverage

If you no longer have an insurance policy, you can remove it.

1. Click Remove coverage.

**Aetna Insurance / Aetna Coventry Health Ins**

Member Name	Myunitypoint, Blake
Subscriber Number	987654321

**Add insurance card photos**  
Uploading images of your card now will help speed up the check-in process for your next visit.

**Update coverage** **Remove coverage**

2. After you click Remove coverage, you will get a warning asking you to verify that you want to remove the coverage.

## Update Insurance Coverage

You can update your insurance coverage at any time.

1. Click Update Coverage.

**Aetna Insurance / Aetna Coventry Health Ins**

Member Name	Myunitypoint, Blake
Subscriber Number	987654321

**Add insurance card photos**  
Uploading images of your card now will help speed up the check-in process for your next visit.

**Update coverage** **Remove coverage**

2. Enter what you wish to edit in the comments section. An example could be "subscriber number is now 123456789."

### Blue Cross

Enter what you wish to edit in the comments section below.

\* Indicates a required field

Insurance  
Blue Cross

Member Name	Bear, April Cold
Subscriber Number	125469855

**Comments:**

Comments:

**Submit** **Cancel**

3. Click Submit.

4. You will see "Requested Updates: Updates will be submitted for review when you log out."

**Requested Updates**  
Updates will be submitted for review when you log out.

**Blue Cross / Wellmark PPO** **Edited**

Member Name	Bear, April Cold
Subscriber Number	125469855

**Preview not available. Click to download or print insurance card.**