

Electronic Insurance Claim – Proposed Workflow Steps

The proposed steps in the proposed electronic insurance claim workflow process are shown below.
The six steps highlighted in green are proposed as being mandatory, while the other six are proposed as being optional.

Workflow step	Party involved
1. Starting a new Claim	Practice Management System (PMS)
2. Initiating an Attachment (to accompany the claim)	PMS
3. Uploading the Claim	PMS
4. Uploading the Attachment	PMS
5. Downloading the Claim	Insurance Company System
6. Confirming Claim download	Insurance Company System
7. Downloading the Attachment	Insurance Company System
8. Confirming the Attachment download	Insurance Company System
9. Nullifying a Claim	PMS
10. Acknowledging the Claim nullification	Insurance Company System
11. Setting the Status of the Claim (to processing, settled or declined)	Insurance Company System
12. Acknowledging the Claim as Settled or Declined.	PMS

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Prepared by Mike Fletcher on behalf of the Vet-XML Consortium based on input and feedback obtained from various members.