

COMMUNICATION STANDARDS

Reap real benefits – starting with eClaims



With today's constant need to communicate through a broad range of software and services there has never been a greater requirement for a universal language.

Electronic insurance claims (eClaims) are here!

Due to advances in technology and unparalleled industry collaboration, for the first time you can now send and process insurance claims on a totally paperless basis. Cut the hassle, free up time and improve your cash flow:

- Reduced administration time for the practice team – allowing staff to spend more time on animals and less on paper work!
- Fewer insurer requests for additional information – the ability to attach full clinical history upfront reduces the amount of additional information required by the insurer
- Faster claim payment – electronic transfer speeds up the claim payment process, improving cash flow for your practice (average settlement time from pilot trials is between 2 and 3 days)
- Improved communication – the electronic audit trail confirms exactly what stage the claim is at and includes notification that the claim has been successfully received by the insurer
- Better client service – faster claims payment, improved communication and less administration all help improve the service you can offer clients

Who is leading the development of this technology?

Through Vet-XML (Vet eXtensible Mark-up Language), the veterinary profession is now able to share electronic information better than ever before. SPVS set up the "Vet-XML Consortium" to facilitate the creation of Vet-XML and ensure that all industry parties agree on a common format.

The Consortium includes:

- Axiom, Hill's, IDEXX, Medivet, Nationwide, PanelVet, Petplan, Pet Protect and Vets Now
- Practice Management System (PMS) vendors – Midshire, Teleos and Vet-One (as early adopters) and AT, Jupiter, Rx Works, Verifac and Vet Solutions.

How does it work?

Vet-XML is an open industry standard computer format that allows veterinary-related data to be shared between different computer systems. Previously, due to the range of different software used by various industry parties, it was simply not possible for information passed from one PMS to another (or from lab to practice, or practice to insurer) to be readily understood.

In simple terms, as the veterinary data is represented – through Vet-XML – in a universally common format (language) it can be readily understood by all parties who send and receive it. This means it's much easier for different parties with different systems to communicate, exchange information and work together.



How does the data delivery process work?

While Vet-XML provides the commonly understood language, a common communication platform (i.e. Hub) can make it easier to securely deliver the data and manage workflow processes. SPVS is supporting the UK's first Hub provider, VetEnvoy, for the transfer of Vet-XML and the facilitation of the workflow. SPVS is also working closely with Vet Envoy, ensuring that the Hub is fairly priced and continuing, as always, to serve the best interests of the Veterinary Profession.

How do I register for the eClaim service?

One of the first services made possible through Vet-XML and a common Hub is paperless insurance claims (i.e. eClaims). Practices can now test this service out first-hand for free by signing up at www.vetenvoy.com. Here you'll also find a list of the PMS vendors who are already supporting this service. If your PMS provider isn't yet on board, they'll be notified of your interest.

How much will the eClaim service cost?

For each claim that you send, you will be charged 25p + VAT (by VetEnvoy). SPVS members receive a 20% discount on this charge. Many practices have seen this processing cost offset by the savings made from reduced administration, enveloping and postage costs. Please note, some PMS vendors (but not all) may decide to charge a deferred modest set-up fee once the trial has ended. They may also charge a modest annual maintenance fee. Please contact your vendor for details. SPVS intends to continue to monitor this, in its role as "Veterinary Watchdog".

What else can I use Vet-XML for?

The Vet-XML Consortium is currently devising other new services that can be managed through your PMS system, including:

- Lab Report service – now in pilot, this service allows lab reports to be easily transferred electronically directly into the relevant animal record.
- Record Transfer service – once available this service will enable the seamless transfer of animal records from practice to practice.
- Microchip Registration service – once available, you will be able to register animal's details electronically with database registration providers.

To find out more about Vet-XML visit www.vetxml.org

To sign up for a free trial of the eClaim service visit www.vetenvoy.com



