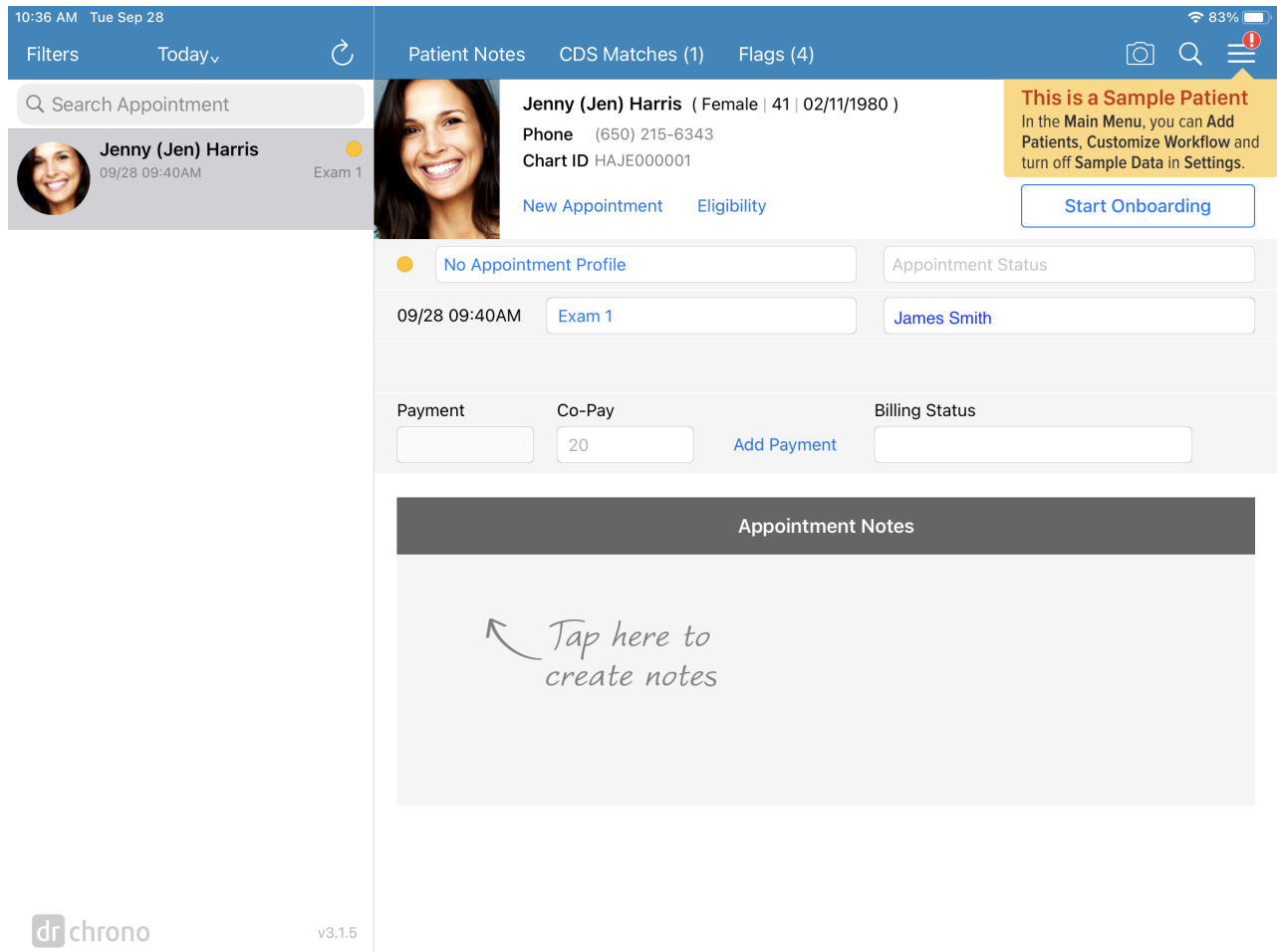


Taking a Picture of Insurance Cards in the Check-In App

07/24/2024 9:31 pm EDT

Your patients can take pictures of their insurance cards (front and back) right from the DrChrono check-in app.

1. To take a picture of the insurance card, the check-in app must be in the onboarding section. Select the patient from the appointment list and tap **Start Onboarding**.



2. Hand over the iPad so the patient can start filling out their information.

Staff Unlock

Please Hand the iPad to:



START

Patient Name

Jenny (Jen) Harris

Onboarding Language

English

Spanish

Consent forms for this appointment

HIPAA Data Use Agreement



No Show Policy



3. There's now a section where the patient can take pictures of their insurance cards. They need to tap the pencil icon (



) to open the section.

Staff Unlock

English

Español

Edit All

Primary Insurance



Insurance Company Aetna	Insurance ID 12345678ABC	Group Number 987654321
Plan Name	Patient Student Status N	

Subscriber Name	Relation to Patient	Date of Birth	Social Security #
------------------------	----------------------------	----------------------	--------------------------

Secondary Insurance



Insurance Company	Insurance ID	Group Number
Plan Name	Patient Student Status N	

Subscriber Name	Relation to Patient	Date of Birth	Social Security #
------------------------	----------------------------	----------------------	--------------------------

Insurance Card Photos



Primary Insurance Card

Secondary Insurance Card

Front	Back

Front	Back

Finish Check-In

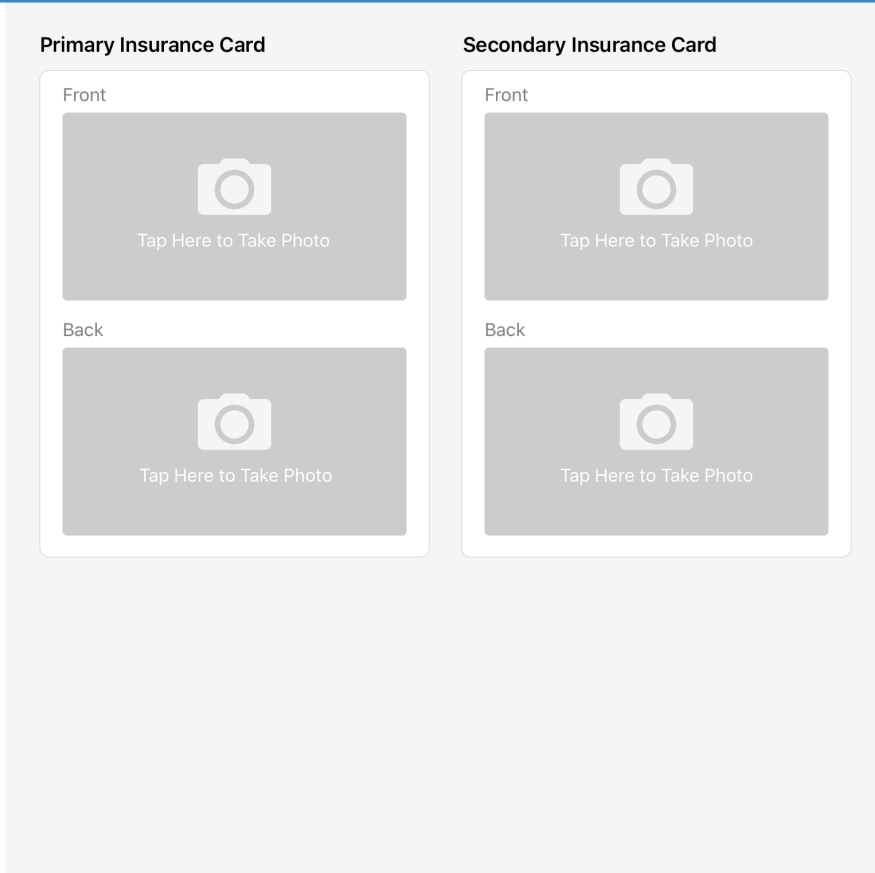
4. Click on each box to take a picture of the front/back first/second insurance card using the iPad's camera.



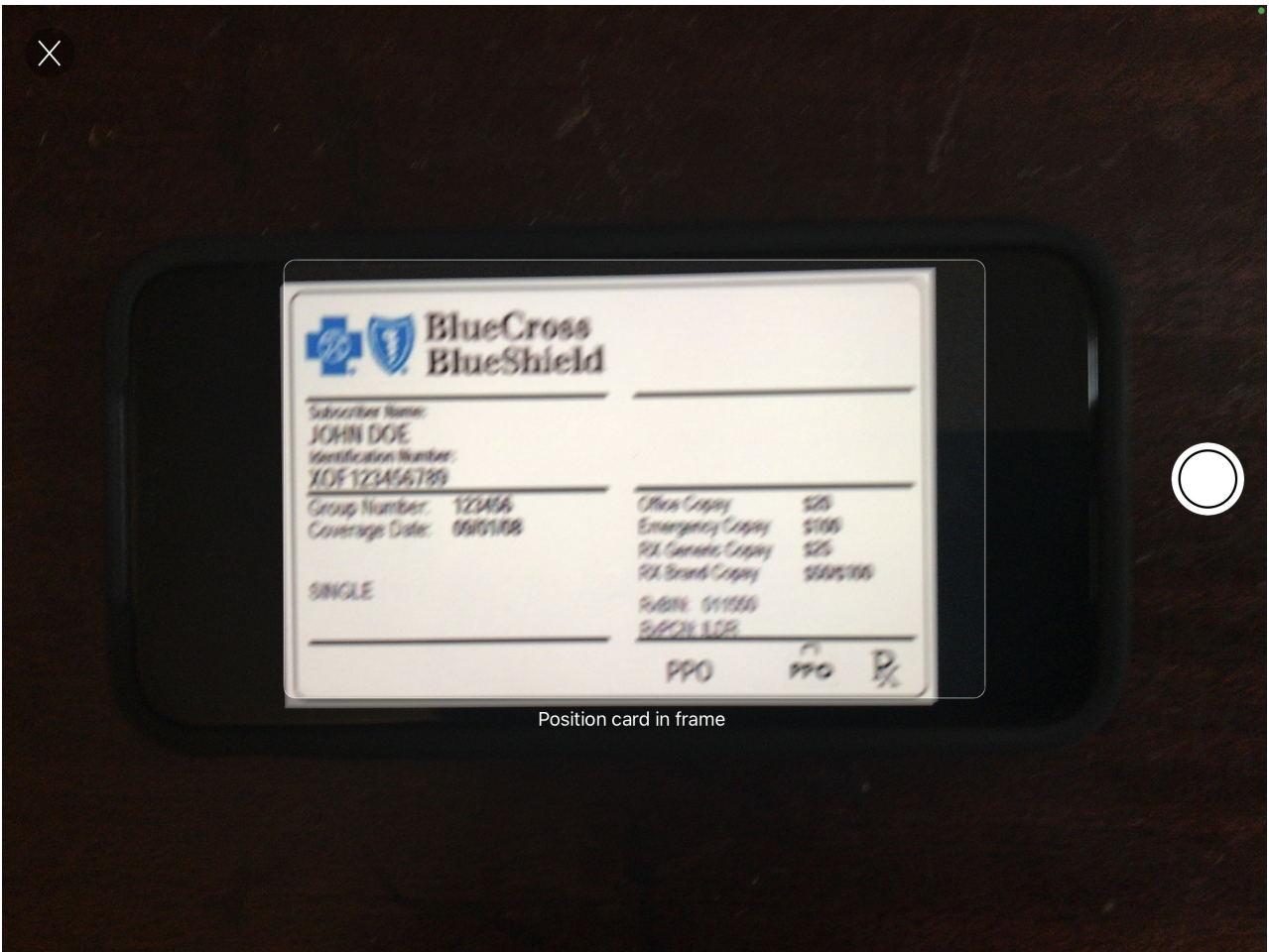
Back

Insurance Card Photos

Next

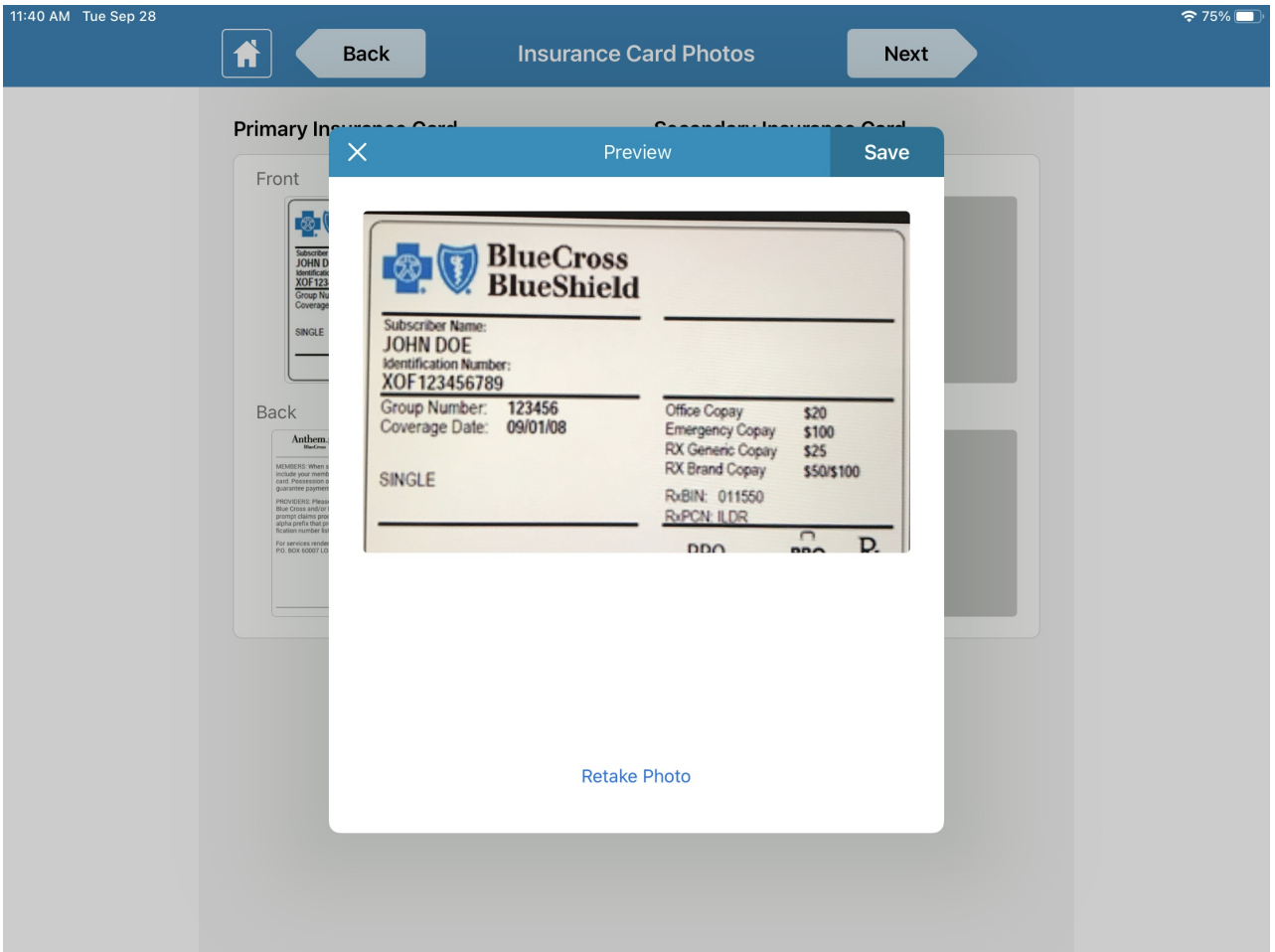


5. Line up the insurance card with the box on the screen and snap the photo!

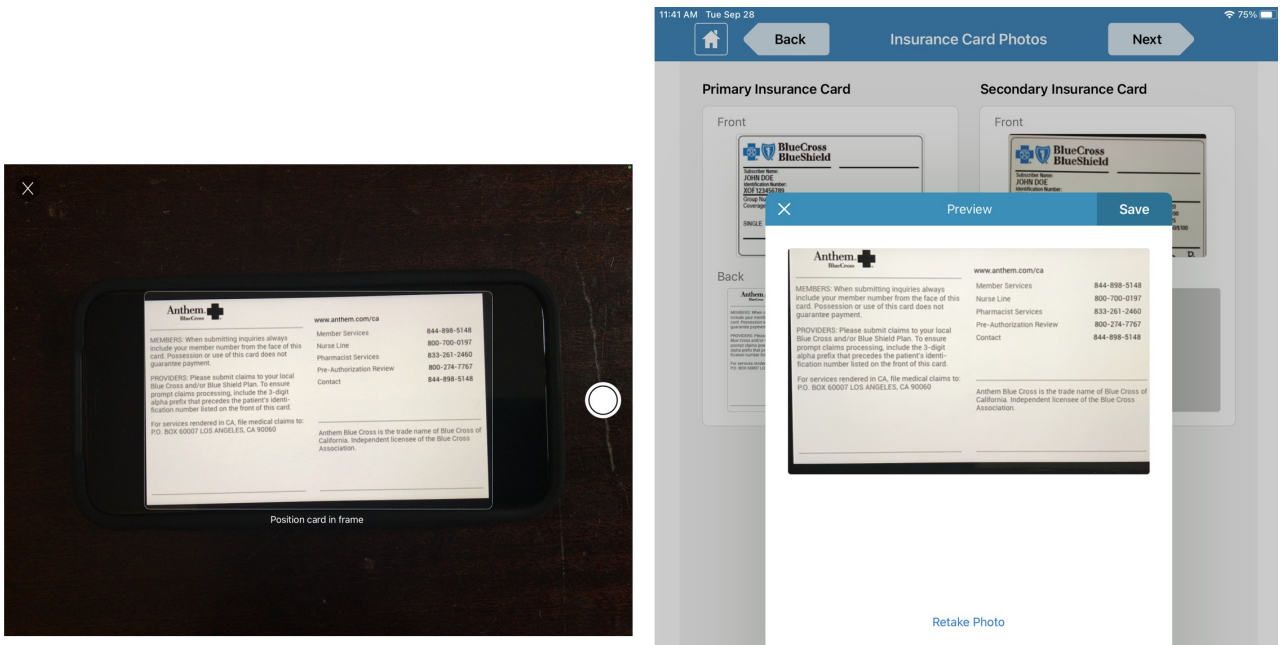


Position card in frame

6. Click the **Save** button if the picture looks good.



7. Make sure to get a picture of the back of the insurance card with the same steps as the front.



8. And you're done!



Back

Insurance Card Photos

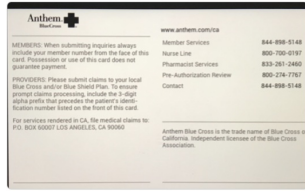
Next

Primary Insurance Card

Front



Back



Secondary Insurance Card

Front



Back



FAQ

Once the patient has taken the pictures, where do we see them on the DrChrono EHR web?

You can see these insurance card photos under the Patient Demographics Insurance tab.

[+ Add new patient](#)

Demographics

- Appointments
- Clinical Dashboard
- Documents
- Eligibility
- Tasks **0**
- Problem List **7**
- Medication List **5**
- Send eRx
- Allergy List **4**
- Drug Interactions **6**
- CQMs
- Intake Data
- Lab Orders
- Immunizations
- Growth Charts
- onpatient Access
- Education Resources
- Communication
- Family History
- Imaging Orders
- Implantable Devices

App Directory

- Health Gorilla
- Physitrack

Important Demographics **Insurances** Authorizations Smoking Status Flags Balance onpatient Payments

✓ Sufficient patient demographics to bill insurance. [Auto Accident](#) [Gestational Diabetes](#) [Must lay down for blood draw](#)

Primary Ins **Secondary Ins** Tertiary Ins Auto Accident Worker's Comp Durable Med Eqpt

Secondary Insurance [Save to Insurance History](#) [Patient Insurance History](#)

Subscriber is the Patient Insured person is the same person as the Patient

Insurance Company

Carrier Payer ID *printed on back of insurance card

Insurance ID Number

Insurance Group Name *if available

Insurance Group # *if available

Insurance plan name *if available

Insurance plan type *if available

Insurance claim office number *if available

Secondary insurance type code *required for Medicare plans only

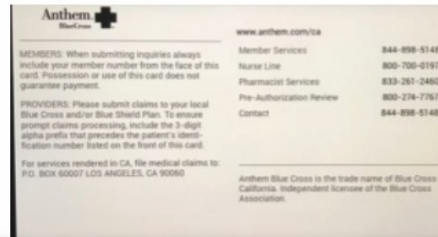
Card issued date *Required for checking eligibility of CA Medicaid

Secondary Insurance Notes

Insurance Photo Front Currently: [clinical/2021/09/_a7b9e000-5ce6-4197-8591-2bbd2bd1bc3d.jpg](#) Clear
 Change: [Choose File](#) No file chosen



Insurance Photo Back Currently: [clinical/2021/09/_9e0122ef-ebd0-4887-935f-a575275f3752.jpg](#) Clear
 Change: [Choose File](#) No file chosen



Can my patients use their webcam with OnPatient to take a photo of their insurance card?

At this time OnPatient does not have this functionality.

What if I want to have our staff take the photos of the insurance card? Where can they do this?

If you open a Patient Chart in the iPad EHR app and tap on the **Patient Information** tab, you can take the pictures yourself.

Close



Visit



Patient



History



Jenny (Jen) Harris (Female | 41 | 02/11/1980)

cc N/A

Vitals

Tools

Patient Information

Patient Information

Face Sheet

Patient Flags (4)

Appointment List

Clinical Information

Problems

Medications & Allergies

Labs

Growth Charts

onpatient: On

Health 30-Day Snapshot

Audit Logs

To edit patient information, go the Patient Menu > Patient Information > Edit.

Primary Insurance

Save

History

Insurance Card Front

Insurance Card Back

BlueCross BlueShield

Subscriber Name: **JOHN DOE**
 Identification Number: **XOF123456789**

Group Number: **123456**
 Coverage Date: **09/01/08**

Office Copay	\$20
Emergency Copay	\$100
RX Generic Copay	\$25
RX Brand Copay	\$50/\$100

SINGLE

RxBIN: 011550
 RxPCN: ILDR

PPO PPO Rx



MEMBERS: When submitting inquiries always include your member number from the face of this card. Possession or use of this card does not guarantee payment.

PROVIDERS: Please submit claims to your local Blue Cross and/or Blue Shield Plan. To ensure prompt claims processing, include the 3-digit alpha prefix that precedes the patient's identification number listed on the front of this card.

For services rendered in CA, file medical claims to: P.O. BOX 60007 LOS ANGELES, CA 90060

www.anthem.com/ca

Member Services	844-898-5148
Nurse Line	800-700-0197
Pharmacist Services	833-261-2460
Pre-Authorization Review	800-274-7767
Contact	844-898-5148

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association.

Secondary Insurance

Save

History

Company

Insurance ID

Group Number

Plan Name