## 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**.

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Q Search Appointm	ent Harris 🔶	J.	enny (Jen) Harris (Fer hone (650) 215-6343 hart ID HAJE000001		980)	This is a Sample Patient In the Main Menu, you can Add Patients, Customize Workflow and turn off Sample Data in Settings.
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		No Appoint	ment Profile	tatus		
		09/28 09:40AM	Exam 1		James Smith	
		Payment	Co-Pay	Add Payment	Billing Status	
				Appointment I	Notes	
		K	Tap here to create notes			
dr chrono	v3.1.5					

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

Staff Unlock	Please Hand th	ne iPad to:		START
	Patient Name Jenny (Jen) Harris	Onboarding Language English Span	ish	
	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 (



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	Primary Insurance						1
	<b>Insurance Company</b> Aetna		Insurance ID 12345678ABC		<b>Group Nu</b> 98765432		
	Plan Name		Patient Student St	atus			
	Subscriber Name		Relation to Patient		Date of Birth	Social Secur	ity #
	Secondary Insurance	•					1
	Insurance Company		Insurance ID		Group Nu	mber	
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	Insurance Card Photo	os					1
	Primary Insurance Care	d		Secondar	y Insurance Card	I	
	Front	Back		Front	Ba	ick	
			Finish Ch	eck-In			

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

10:41 AM Tue Sep 28	Back	Insurance Card Photos	Next	হ ৪2% 🔲
	Primary Insurance Card	Secondary Inst	urance Card	
	Front Tap Here to Take F	Photo Tap H	Here to Take Photo	
	Back Tap Here to Take I	Photo Tap H	Here to Take Photo	

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

×			
	BlueCross BlueShield	Office Copey \$20 Emergency Copey \$106 RJ. Generic Copey \$25 RJ. Brand Copey \$25 RJ. Brand Copey \$50(\$106 Rv611: \$11556 EvEC11: LDR	
	Position o	ard 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.

			ack Insurance C	ard Photos Nex	t
		Primary Insu	rance Card	Secondary Insurance Card	
		Front		Front	
			BlueCross	BlueCross BlueShield	
		Subscriber Name JOEN DOE Identification Numb XOF12345678	-	Subscriber Name: JOHN DOE Identification Number:	
		Group Nu Coverage SINGLE	K Prev	view Save	9 00 5
		E	Anthem.	www.anthem.com/ca	03100 D.
		Back	MEMBERS: When submitting inquiries always include your member number from the face of this	Member Services 844-898-5148 Nurse Line 800-700-0197	
Anthem.	www.anthem.com/ca	Monitors where a include your ment cash frequencies of guarantee payment	card. Possession or use of this card does not guarantee payment.	Pharmacist Services 833-261-2460 Pre-Authorization Review 800-274-7767	
MEMBERS: When submitting inquiries always include your member number from the face of this card. Possession or use of this card does not quarantee payment.	Member Services         844-898-5148           Nurse Line         800-700-0197           Pharmacist Services         833-261-2460           Deal-bethorization Review         800-274-7767	Quarteristic papersite PRIVICIDED Relation that to base addition and a part of the papersite addition of the papersite Relation of the papersite Rel	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 identi- fication number listed on the front of this card.	Contact 844-898-5148	
PROVIDERS: Please submit claims to your local Blue Cross and/or Blue Shield Plan. To ensue prompt claims processing, include the 3-digit alpha prefix that precedes the patient's identi- ficiation number listed on the front or this card.	Pre-Authorization Review 800-274-7107 Contact 844-898-5148		For services rendered in CA, file medical claims to: P.O. BOX 60007 LOS ANGELES, CA 90060	Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association.	
For pervices rendered in CA. (ife medical claims to: P.O. BOX 60007 LOS ANGELES, CA 90060	Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association.				
Position	card in frame				
			Retake	Photo	

8. And you're done!



## 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		Important	Demographics	Insurance	s Author	rizations Smo	king Status	Flags	Balance	onpatient Payments
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## 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.

12:01 PM Tue Sep 28			<b>≈ 1</b> 74% <b>■</b>
Close			Q +
	Jenny (Jen) Harris (Female	41   02/11/1980 ),	
Visit Patient History			Vitals Tools
Patient Information	onpatient: On Health 30-Day Sn	apshot	Audit Logs
Patient Information	To edit patient information	on, go the Patient Menu > Patient Inforr	mation > Edit.
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Medications & Allergies	Subscriber Name: JOHN DOE	MEMEERS: 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	Nurse Line         800-700-0197           Pharmacist Services         833-261-2460           Pre-Authorization Review         800-274-7767
A∏ Labs	Identification Number: XOF123456789 Group Number: 123456 Office Copay	Blue Cross and/or Blue Shield Plan. To ensure     prompt claims processing, include the 3-digit     alpha prefix that precedes the patient's identi-     fication number listed on the front of this card.	Contact 844-898-5148
Growth Charts	Coverage Date: 09/01/08 Emergency Copa RX Generic Copa RX Branet Copa SINGLE RxBIN: 011550	For services rendered in CA, file medical claims to:	Anthem Blue Cross is the trade name of Blue Cross of Galifornia. Independent licensee of the Blue Cross Association.
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Plan Name