RoboVet

How do I...

Add a new insurer for E-claims

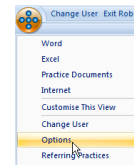This document assumes that you already use e-claims and so are registered with Vet Envoy.

RoboVet Version: Feature Pack 19 but this document is appropriate for any versions of RoboVet that can use Vet Envoy.

Security Permissions: To set up a new insurer or configure an existing insurer to accept e-claims requires security permission to set up the **Options Database**.

Method

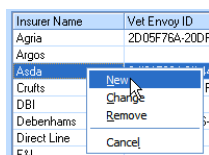Click on the **System** button, top left, and select **Options**.

Click on the + to the left of **Client / Animal** and select **Insurance Company**. You will see all the current insurers listed. Those with an entry in the **Vet Envoy ID** are those companies that can be sent e-claims from your system. The list shown in the screenshot shows all the insurers that will accept e-claims as of the 18th June 2015 except for **AVIVA** which is shown below.

To add a new insurer:

For example **AVIVA**, right click on one of the existing entries and select **New**.

Enter the new insurer name and the **Vet Envoy ID** as supplied by a member of the Support team.

To add a Vet Envoy ID to an existing insurer:

Either:
1. Select the insurer with a left click and then right click and select **Change**.

   OR

2. Double click into the **Vet Envoy ID** field of the insurer and add the ID as supplied by a member of the Support team.