

CLAIM SUBMISSION

STEP 1

After logging in and selecting your role click on 'eClaim'.
Read the disclaimer then close the pop up to continue.

The screenshot displays the Sagicor Connect Demo interface. On the left sidebar, the 'eClaim' option is highlighted with a red rectangle and a white mouse cursor. The main content area shows a pop-up window titled 'Disclaimers For E-Claim Submission'. The pop-up contains the following text:

Settlement of the claim will be subject to the following conditions:

1. Submission of all relevant details related to the claim
2. Submission of copy of the receipt/proof of payment
3. The service undertaken must be covered by the policy
4. The Policy is active and paid up to date
5. The patient is eligible for coverage at the date of service
6. Co-ordination of Benefits will be applied where applicable
7. The Explanation of Benefits (EOB) from the primary insurer must be submitted with the claim, where benefits are being co-ordinated with a carrier other than Sagicor, along with all related documents
8. The claim must be submitted within ninety (90) days of the service(s) being incurred
9. The balance available from the patient's annual or lifetime maximum at the time the claim is processed

At the bottom of the pop-up window is a blue button labeled 'Close'.

CLAIM SUBMISSION

STEP 2

Select the Patient, Type of Service and Provider



Member



Sagikor Connect Dem

- Claims Status
- Request Replacement Card
- Self Enrollment
- Voluntary Insurance
- eCard
- eClaim



Claim Type



Details



Upload Documents



Review



Select Patient, Type of Service & Provider

Select Patient *

Select

Select

Sagikor Connect Demo User (Member)

Angela Connect Test User (Dependent)

Select Type of Service *

Select



Select Service Provider

Provider

CLAIM SUBMISSION

STEP 3

If you have additional insurance click YES and complete the additional fields that appear. If not click, No.



Member



Sagikor Connect Demo

- Claims Status
- Request Replacement Card
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- eCard
- eClaim



Claim Type



Details



Upload Documents



Review

Select Patient, Type of Service & Provider

Select Patient *

Sagikor Connect Demo User (Member) ▼

If you have claims for multiple providers for Sagikor Connect Demo User (Member), please submit them separately.

Do you have additional Insurance? ☐ YES ☒ NO

Add

Select Type of Service *

Select ▼

Select Service Provider

Provider

Next

CLAIM SUBMISSION

STEP 4

After selecting your Type of Service, start typing the name of your provider and a list of Providers will appear for you to select from. If you do not see your provider listed please contact us. Click the blue button labeled next to continue.



Member



Sagikor Connect Demo User

Claims Status

Request Replacement
Card

If Enrollment

Voluntary Insurance

Card

Claim

Select Patient, Type of Service & Provider

Select Patient *

Sagikor Connect Demo User (Member)



If you have claims for multiple providers for Sagikor Connect Demo User (Member), please submit them separately.

Do you have additional Insurance? ☐ YES ☒ NO

Add

Select Type of Service *

Dental



Select Service Provider

a

A Plus Medical Centre Ltd.

A & E Pharmacy

A. A. Laquis Ja. Ltd.

Aarons Derrick

Ab Vision

Abel Wendel

Next

CLAIM SUBMISSION

STEP 5

Enter your claims details by populating the fields with the requested information. After completion, click the blue button labeled next to continue.



Member



Sagor Connect Demo User

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Claim Type



Details



Upload Documents



Review



Enter Claim Details

Charges \$*

Service Date *



Diagnosis

Referring Doctor

Additional Detail

Previous

Next

CLAIM SUBMISSION

STEP 6

Upload your Supporting Document/s by clicking the blue button labeled add documents. Click next to continue.

The screenshot displays the 'Sagicor Connect Demo User' interface. At the top, a blue header contains the 'CLAIM SUBMISSION' title. Below it, a black banner indicates 'STEP 6' and provides instructions: 'Upload your Supporting Document/s by clicking the blue button labeled add documents. Click next to continue.' The main content area features a progress bar with four steps: 'Claim Type', 'Details', 'Upload Documents' (the current step, highlighted in blue), and 'Review'. Below the progress bar, a light green box titled 'Upload Supporting Documents' contains a blue 'Add Documents' button (highlighted with a red rectangle and a mouse cursor) and a 'Next' button (also highlighted with a red rectangle and a mouse cursor). A 'Previous' button is located at the bottom left of the green box. A note provides examples of supporting documents: 'Detailed drug bills, Original receipts, Referral letters, Medical reports, Original invoices, Explanation of Benefits from other insurance carriers.' The left sidebar shows navigation options: 'Status', 'Replacement Card', 'Enrollment', and 'Secondary Insurance'.

Member

Upload Documents

Claim Type Details Upload Documents Review

Upload Supporting Documents

Add Documents

Previous Next

Note:
Examples of Supporting documents are images of: Detailed drug bills, Original receipts, Referral letters, Medical reports, Original invoices, Explanation of Benefits from other insurance carriers.

CLAIM SUBMISSION

STEP 7

Review all the information you have provided to ensure you have entered the correct information. Click the blue button labeled submit to submit your claim.

The screenshot displays the Sagicor Connect Demo User interface. At the top, a blue header contains the text "CLAIM SUBMISSION". Below this, a black banner with white text reads "STEP 7 Review all the information you have provided to ensure you have entered the correct information. Click the blue button labeled submit to submit your claim." The main interface features a navigation bar with a menu icon, the word "Member", a notification bell, and a user profile icon labeled "Sagicor Connect Demo User". A progress bar with four steps is shown: "Claim Type", "Details", "Upload Documents", and "Review". The "Review" step is currently active. Below the progress bar, a green box titled "Review" contains a table with three rows: "Patient, Type of Service & Provider", "Claim Details", and "Supporting Documents". Each row has a dropdown arrow on the right. A blue button labeled "Expand / Minimize" is located in the top right corner of the green box. At the bottom left of the green box is a blue button labeled "< Previous". At the bottom right is a blue button labeled "Submit", which is highlighted with a red rectangle and a black arrow pointing to it.

Member

Sagicor Connect Demo User

Claim Type Details Upload Documents Review

Review

Expand / Minimize

Patient, Type of Service & Provider	▼
Claim Details	▼
Supporting Documents	▼

< Previous Submit

CLAIM SUBMISSION

STEP 8

Your Claim is Successfully submitted when the conformation box appears on screen. You can then choose to submit another claim.

The screenshot displays a web application interface. At the top, a blue header contains the text 'CLAIM SUBMISSION'. Below this, a black banner with white text reads 'STEP 8 Your Claim is Successfully submitted when the conformation box appears on screen. You can then choose to submit another claim.' The main interface is a light gray dashboard. On the left, a sidebar lists menu items: 'Status', 'Replacement Card', 'Enrollment', 'Insurance', and 'm'. The top navigation bar includes a 'Member' label, a bell icon, and a user profile icon labeled 'Sagikor Connect Demo User'. A central 'Confirmation' dialog box is open, featuring a green success message: 'Your Claim has been submitted!' and a question: 'Do you want to add another claim?'. Below the question are two blue buttons, 'Yes' and 'No', which are highlighted with a red rectangular border. A black mouse cursor points at the 'No' button. The background shows a 'Review' section with three expandable rows: 'Patient, Type of Service & Provider', 'Claim Details', and 'Supporting Documents'. Each row has a downward arrow icon. At the bottom of the review section, there are two buttons: '< Previous' on the left and 'Submit' on the right.

Confirmation

Your Claim has been submitted!

Do you want to add another claim?

Yes No

Review

Expand / Minimize

Patient, Type of Service & Provider

Claim Details

Supporting Documents

< Previous Submit