Telemedicine

Now that you've skipped the waiting room, we've made the claims process easier for you.
Submit your claim for your virtual doctor's visit online using Sagicor Connect's Telemedicine Claims portal.

Why Use This Portal?

Our clients deserve a full digital experience from end to end, no paper involved. You visit your doctor online so you should be able to submit your claim online.
**Claims for all telemedicine visits can only be submitted electronically.*

How It Works

The process is easy for both providers and subscribers. Once the video consultation with your Provider ends, your Provider logs into Sagicor Connect's Telemedicine Claims portal and log the details relating to your consultation ranging from the diagnosis to charges incurred. Once the details are logged by the Provider, the subscriber is notified by email and is required to log into the portal to validate the information entered by the Provider. Once the Subscriber approves the information entered by the provider, they submit the claim for processing.

Watch Provider Video Here



Watch Subscriber Video Here



How to Get Started

It's easy to get started, however it should be noted that the process for Providers and Subscribers vary. Find out what you'll need below:

Providers:

• Provider ID

• Complete Registration

• Watch Demo Video to review the submission process



Subscribers (members):

• Cardholder number

• Receipt of payment
• Watch Demo Video to review the submission process

