

LIBERATE YOUR SURGERY

Paperless insurance claims

Backed by SPVS, VetEnvoy® is a service that works with your Practice Management System (PMS), enabling you to quickly process your insurance claims on a completely paperless basis. Free up your time and get paid quicker with VetEnvoy's fast, simple and low-cost service.

Cut the hassle - free up time

Quickly and easily manage the claim process through your PMS – no paper involved.

Improve your cash flow

Speed up payment from insurers – 3 to 4 times quicker (see quotes overleaf).

How does it work?

VetEnvoy® works by enabling the secure, seamless transfer of insurance claims between your PMS and the IT systems of insurance companies on a completely paperless basis. See this in action at www.vetenvoy.com/demo

How much does it cost?

For each claim that you send through VetEnvoy you will just be charged 25p (plus VAT)*. If you're a SPVS member you'll get a 20% discount.

How do I get it?

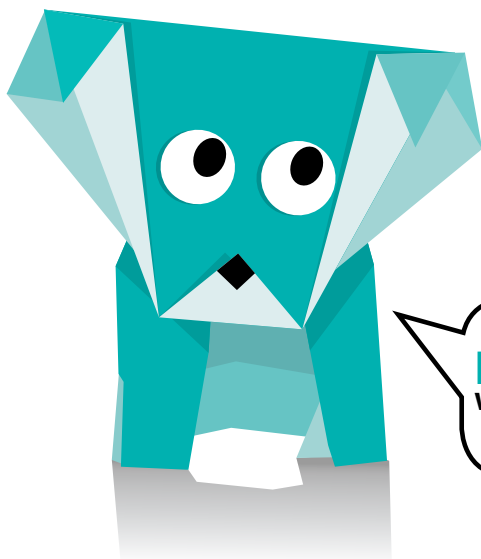
Go to our website www.vetenvoy.com to sign up for your free trial. If your PMS provider is not yet VetEnvoy compliant, they will be notified of your interest.



Emerging VetEnvoy Portfolio

Various VetEnvoy services will be brought on stream over time through your PMS:

- **eClaim service** – as described above this flagship service streamlines the processing of insurance claims by facilitating the transfer of the claims information in a standard data format electronically to insurance companies.
- **Benchmark data delivery service** – facilitates the delivery of benchmark data in a standard data format to benchmarking companies.
- **Lab report service** – facilitates the delivery of lab reports electronically in a standard data format from lab company systems.
- **Dietary advice facilitation service** – streamline the provision of dietary recommendations.
- **Text message service** – very competitively priced.
- **Clinical history service** – now in pilot, this service enables the seamless transfer of animal records electronically in a standard data format between different practices.
- **Microchip registration service** – once available, this service will facilitate the registration of animal details electronically with registration database providers.



FREE TRIAL
WWW.VETENVOY.COM



WHAT OUR CUSTOMERS ARE SAYING ABOUT OUR eCLAIM SERVICE

“Vastly superior performance compared with paper claims, emails or faxes. The saving in staff admin time is tremendous.”

Phil Stimpson, Hunters Lodge Veterinary Practice, Cranleigh, Surrey

“Brilliant. Insurance Claims were the bane of my life. It used to take 7 to 10 days to settle claims – now with Vet Envoy it takes just 2 to 3. VetEnvoy is easy and simple to use.”

Pat Klinger, Blackwater Valley Veterinary Group, Camberley, Surrey

“Vet Envoy is magic – cleared the Petplan backlog in minutes – clients very impressed. Payment used to be 3 to 4 weeks and it’s now down to 1 week. I can click a button and the claim is on its way. From a customer service point-of-view, the clients are happy as they can see the details of the claim on screen.”

Hugh Duffin, Animal House Veterinary Surgery, Rugby, Warwickshire

“Settlement of claims is much quicker. It used to take weeks, now it is days. The administrative hassle has been removed as no need to post or fax.”

Sarah Smyth, Garden Lodge Veterinary Clinic, Holywood, County Down

“We are saving around 20 hours a month of staff time. Now the nurses can spend more time doing what they were trained to do.”

Andrew Turkington, Drove Veterinary Hospital, Swindon, Wiltshire

“We do hundreds of claims every month and the fee of 25p* per claim represents good value in light of the savings we will make enveloping and posting such large volumes.”

Steve Dixon, Calder Veterinary Group, Dewsbury, West Yorkshire

“Vet Envoy is quicker. There is no need to worry about the insurance claim once the [send] button’s been clicked. It’s less hassle and there’s no need to fax anymore.”

Liz Howes, Oxford Cat Clinic, Botley, Oxfordshire

“Payment is a lot quicker. It could take up to a month to get paid, now it is one to two weeks. The actual time spent on completing claims has been cut drastically from ten minutes to a minute or two per claim. Also, we are more likely to do direct claims now...as we know we will not be waiting long periods of time to get paid. We are happy and the clients are happy as well. Cash flow is maintained. Nurses have more time on animals and less time on administration.”

Julie Irons, Vets on the Park, Cheltenham, Gloucestershire

“Easy to learn system, simple and straightforward to use, and takes much less time to process than paper copies. Yes to 25p* fee.”

Rita Grainger, Arden Forest Veterinary Group, Henley-in-Arden, West Midlands

“Brill, works a treat! Settlement is very quick, usually within the week.”

Ceri Land, Special Friends Animal Medical Centre, Redditch, Worcestershire

“Receiving claims electronically has to be the future. [With VetEnvoy] claims will be delivered immediately and an electronic audit trail means that vets can be certain of receipt by Petplan. And the resulting reduction in settlement time offers significant client benefit.”

Simon Wheeler, Former Head of Marketing and Partnerships, Petplan

“VetEnvoy is truly revolutionary and the Society is proud to be a leading partner in bringing the system to fruition.”

Richard Hillman, Former SPVS President

*Your Practice Management System vendor may decide to charge a deferred set-up fee once the trial has ended if you decide to continue with the service. They may also charge an ongoing maintenance fee too. Please contact your vendor for details. Revised September 2009.

VetEnvoy® is backed by **SPVS**.

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