

# Validating Insurance in OP: Tips for Pediatric Practices

Insurance verification is the process of contacting a patient's insurance company to determine whether their healthcare benefits cover required services and procedures. A team member from your pediatric practice should complete this step before the patient's appointment.

Why? Doing so allows both parties — your pediatric practice and the family — to be prepared. If your office does not contract or participate with a patient's insurance plan, you can let the family know that they will likely be responsible for 100 percent of their balance. When you complete the insurance validation before the patient is seen, this allows the patient's parent to fully understand their financial responsibility, removing the frustration that comes with an unexpected balance.

With OP, validating a patient's insurance is a simple, user-friendly feature that's available from various points in the system. Depending on your workflow, you can choose to validate insurance one of the following three ways:

- Verify an individual patient's insurance in the Add/Edit Appointment window
- Verify an individual patient's insurance in the Tracking tab of the Schedule
- Verify insurance coverage for every patient, based on parameters set, on the schedule for a particular day

For more information about how to use the validate feature and what validation errors mean, check out these articles from OP: [Validate Insurance](#) and [Validation Errors](#).