



May 17, 2018

Dear Provider:

In December 2017, we announced that Davis Vision was acquired by Centerbridge Partners, a private equity group and current owner of Superior Vision.

After extensive planning, collaborative development and internal integration of the companies, we are excited to embrace a new visual identity.

What does this mean for you?

Our contract remains intact, member ID cards are the same and our provider services continue to be fully-dedicated to you. As a Davis Vision provider, you can expect the same level of service, collaboration and dedication. Only the appearance of our brand is different.

We know you may have some questions. You'll find FAQs included with this letter. We value our relationship so please contact us with any additional questions or concerns.

Sincerely,

Nate Kenyon
V.P. of Network Operations, Davis Vision

Frequently Asked Questions

Will there be changes to Davis Vision member benefits?

No changes will be made to current member benefits at this time, and there will be no disruption in coverage or service.

Will my contract remain the same?

Yes, you will continue operating as a Davis Vision provider based on the terms of your current contract. It should be considered business as usual.

Will the fee schedule change?

No, there will be no changes to the fee schedule at this time.

Will there be any changes to the current claims submission process?

No, you may continue to submit claims as usual.

Will new Member ID cards be issued?

No, you should continue to accept the existing Member ID cards from Davis Vision members.

Will my contacts at Davis Vision remain the same?

Yes, your regular points of contact and customer service numbers will remain the same. You may notice that our company email addresses have been updated to reflect Versant Health, although we will continue to receive emails through our “@davisvision.com” email address.

Will there be any changes to the provider network?

No, your participation in the provider network will continue uninterrupted. While the name will be new, all of the reasons you decided to work with us remain the same.

Will there be changes to the website or provider portal for Davis Vision?

Our web address remains www.davisvision.com, where providers can still access their accounts in the portal using the same login credentials. By the end of the year, our website appearance will be updated to reflect our new appearance. Visit versanthealth.com for more information on our new identity.

When will I see the new look for Davis Vision?

The rollout of the new Davis Vision visual identity and materials will begin May 14, 2018 and will phase in over the remainder of the year. We plan on having all member and client materials updated by January 1, 2019.

Why is there now a Versant Health name and logo?

We are now one company, Versant Health, which offers two products, the Davis Vision product and the Superior Vision product.

Will your telephone and fax numbers be changing?

All telephone and fax numbers will remain the same.

Who can I contact for additional information if I have questions?

You can continue contacting your provider services team at the following numbers below:
1 (800) 773-2847.

Is there anything I need to do?

No, if your patients ask about our new look, just remind them it's the same plan