



DAVIS VISION

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BENEFIT MANAGER

Life Care Centers of America

# USER MANUAL

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DAVIS VISION

# BENEFIT MANAGER

## Life Care Centers of America

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## Introduction

### Benefit Manager to enter Enrollment records

The instructions in this document detail the method to add, change, reinstate, or terminate Member(s) Enrollment records via Benefit Manager.

## Assumptions

The intent of this manual is as follows:

- To provide a general introduction to Benefit Manager.
- To provide instructions on entering enrollment records into Benefit Manager.


This manual assumes:

- You have access to appropriate browsers such as **Internet Explore** (IE) and Mozilla Firefox on your desktop. We recommend Microsoft Internet Explorer Version 5 or higher.
- You have access to the **Benefit Manager** application on your desktop.
- You have a valid username and password to access the **Benefit Manager** application.
- You have appropriate permissions to add enrollment records into Benefit Manager.

## Access Benefit Manager

The following section describes the method to access Benefit Manager via the Davis Vision website.

To access Benefit Manager:

1. Access DavisVision at [www.davisvision.com](http://www.davisvision.com) and click the **Clients** link.
2. Enter the assigned Username and Password and click the  button.

**Note:** Contact [Technical Support](#) at 1-888-343-3460 for Username/Password or other Benefit Manager assistance.

### IMPORTANT

Upon first login, the **Terms of Service and Agreement** screen is displayed. Press the **Accept** button to proceed. **Decline** button will disallow access to the Benefit Manager application.

After clicking the **Accept** button, the Benefit Manager home page is displayed.

		Group Home
<ul style="list-style-type: none"> <li>Check Enrollment</li> <li>Add/Change Enrollment</li> <li>Terminate Enrollment</li> <li>Find a Provider</li> <li>Forms</li> <li>Group Summary</li> <li>My Profile</li> <li>Your Vision - What You Should Know</li> <li>Links</li> <li>Contact Us</li> <li>User Guide</li> </ul>	<p><b>For Benefit Managers</b></p> <p>Davis Vision is pleased to provide our Clients with Management Tools to enhance their Benefit Users' experience with receiving vision care benefits. Please explore the site to examine many of our wonderful features.</p>	<p><b>Check Enrollment</b></p> <p>Enter an ID for the member to check current member or employee enrollment status.</p> <p>ID: <input type="text"/> <input type="button" value="Go"/></p>
	<p><b>Find a Provider</b></p> <p>If you are searching for a provider within a Zip Code range, please enter the Zip Code below and we will show you all available providers in that area.</p> <p>Zip Code: <input type="text"/> <input type="button" value="Go"/></p>	<p><b>Change Enrollment</b></p> <p>Davis Vision is proud to provide Benefit Managers with the ability to add or edit enrollment data, realtime on the web. If you would like to add, change, or terminate a member and/or dependent, click below.</p> <p style="text-align: center;"> <input type="button" value="Add/Change"/>  <input type="button" value="Terminate"/> </p>

## Using Benefit Manager


This section details the process to check, add, change, reinstate, or terminate Member(s) Enrollment records via Benefit Manager.



**Note:** References to Member and Subscriber are used interchangeably and refer to the main Policy holder.

### Check Enrollment

This section illustrates the method to check a Member's enrollment status:

1. Click the **Check Enrollment** link on the left menu bar.
2. Enter the Social Security Number (SSN) in the **ID** field and press  button.

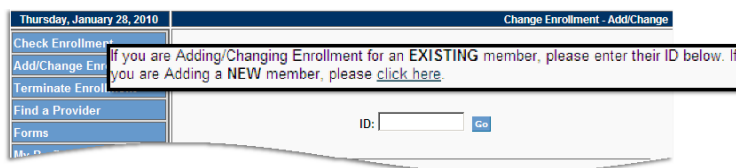
A list of all enrollment information for the selected Member, including Dependent(s) covered, enrollment status and downloadable benefit-specific forms, is displayed.

## Add an Enrollment record

This section illustrates the method to add new Member Enrollment records.



1. Click the **Add/Change Enrollment** link from the left navigation bar.
2. Press the **click here** link as displayed in the image below when entering *new* records.



3. Utilize the appropriate Enrollment form to enter all the required (**red** fields) and optional (**blue** fields).  
**Note:** Refer to the Benefit Manager Field [help screen](#) in Benefit Manager.



**Note:** All required fields must be completed to save changes; a prompt is displayed when a required field is blank.

- Benefit Contract will be auto-populated.
- Select Rider from drop-down menu.
- Select “Addition” from the **Reason** drop-down menu.
- Enter the date coverage begins in the **Effective Date** field.
- Enter the Member/Employee identification numbers:
  - Subscriber ID: Enter the Member’s **Social Security Number (SSN)** when adding a new member.
  - Alternate ID Number: Leave this field blank when adding a new Member.
  - Social Security Number: Re-enter the Employee’s Social Security Number.
- Select **Sex** (Male or Female).
- Enter the Member/Employee **Date of Birth** in mm/dd/yyyy (month/date/year) format.
- Enter the Member/Employee **Last Name** (including any suffix, i.e., Sr., Jr., etc.).
- Enter the Member/Employee **First Name**.
- Enter the Member/Employee **Address, City, State, Zip** and **Phone Number** (if applicable) in the appropriate fields.
- Language will default to “English”.

- Select the appropriate Lawson Code from the **LC1** drop-down menu.

The screenshot shows a web form for 'Change Enrollment - Add/Change'. A dropdown menu is open, displaying Lawson Codes from 189C to 234L. The code 'LC1' is highlighted. The form includes sections for 'Benefit Contract', 'Subscriber', and 'Dependent'. The subscriber information includes fields for Effective Date, Subscriber ID, Alternate ID Number, Soc. Sec. Number, Sex, Subscriber Last Name, First Name, Address, City, State, Phone Number, and Language. The dependent section includes fields for Birth date, Initial, and a relationship code dropdown.

- If there are no Dependents, proceed to [Step 4](#) below.

For a family policy, complete the Dependent information section for each dependent:

- Select “Addition” from the **Reason** drop-down menu.
- Enter the Dependent’s **First Name**.
- Enter the Dependent's **Last Name** (Only if different from the Member’s last name or dependent has a suffix (Jr, II, etc).
- Select the Dependent’s relationship from the drop-down menu in the **Rel.** column.

Relationship Code	Description
S	Spouse
C	Child
P	Domestic Partner
O	Sponsored dependent (if applicable)

- Select **Sex** (Male or Female).
- Enter in Dependent’s Social Security Number (SSN) (if available).
- Enter the Dependent’s **Date of Birth** in mm/dd/yyyy (month/date/year) format.
- If a dependent is of student age (an age that Life Care Centers of America has determined as the minimum Student age or is disabled, continue to the **O/R** (override) field:
  - Students - Select “S” from the **O/R** drop-down menu and enter the last date the Dependent is expected to be a full-time student in the **Eligible Thru Date** field. This date may be the end of each semester or the graduation date. If date of graduation is entered and the student leaves school, your office will be responsible to notify Davis Vision to change the **Eligible Thru Date**.
  - Disabled - Select “H” from the **O/R** drop-down menu. If the disability is temporary, enter the last date the dependent is expected to be disabled in the **Eligible Thru Date** field. If this is a permanent disability, enter “12/31/9999” in the **Eligible Thru Date** field.
- Enter the Dependent’s Effective date of coverage.
- Rider does not need to be adjusted, as Life Care Centers of America does not have a separate Rider for Dependents.
- Repeat the above steps until all Dependents have been added.
- Proceed to [Step 4](#) below.



4. Press **Save Changes** button to submit the Enrollment data to Davis Vision.

**Note:** Enrollment Benefit Manager requests will be completed within the same business day if received prior to 3:30PM EST.



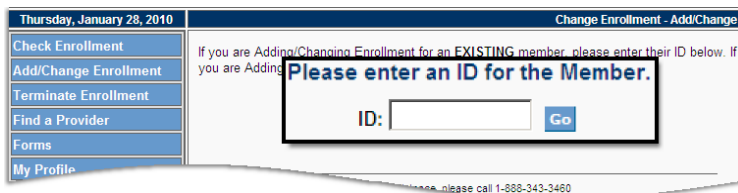
Any requests received past 3:30PM EST will be processed the next business day.

Once the request has been processed, a secure email with confirmation number will be automatically sent to the originator as confirmation of completion. If you would like to request that a confirmation be sent on a daily, weekly or monthly basis instead of each time a request is submitted, please contact your Davis Vision Account Representative.

## Modify Existing Enrollment record

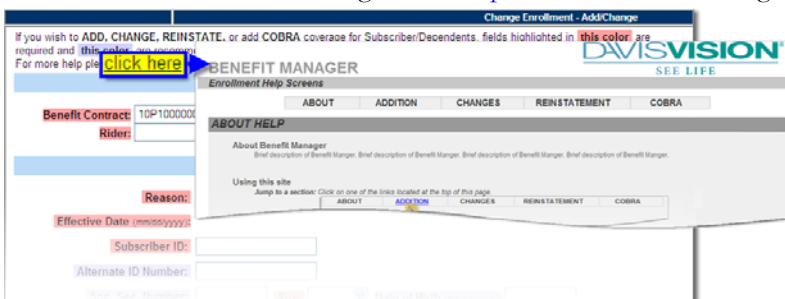
This section illustrates the method to modify an existing Member Enrollment record for e.g.: changes to address, date of birth, Dependent Social Security Number, and spelling corrections.

1. Click the **Add/Change Enrollment** link from the left navigation bar.
2. Enter the Social Security Number (SSN) in the **ID** field.



The Benefit Contract, Rider ID, and Member's current information is displayed in the appropriate fields.

3. Utilize the appropriate Enrollment form to enter all the required (**red** fields) and optional (**blue** fields).  
**Note:** Refer to the Benefit Manager Field [help screen](#) in Benefit Manager.



**Note:** All required fields must be completed to save changes; a prompt is displayed when a required field is blank.

### IMPORTANT

To ensure correct Eligibility, Billing, changes to the Employee's Social Security number, Lawson Location Code, Benefit's Effective date or Dependent's relationship code (if originally entered in error), the original record must be terminated before adding a new record. Refer to the [Enrollment Transaction Rules](#) for additional details.

- Select "Change" from the **Reason** drop-down menu.
- Enter the date coverage begins in the **Effective Date** field.  
**Note:** Address changes are unable to be made in advance of actual move, for e.g.: if the Member knows when & where they will be in July, the address changes must be made in the last week of June.
- Update fields as needed for Member/Employee and Dependents (if applicable).

4. Press **Save Changes** button to submit the Enrollment data to Davis Vision.

**Note:** Enrollment Benefit Manager requests will be completed within the same business day if received prior to 3:30PM EST.



Any requests received past 3:30PM EST will be processed the next business day.

Once the request has been processed, a secure email with confirmation number will be automatically sent to the originator as confirmation of completion. If you would like to request that a confirmation be sent on a daily, weekly or monthly basis instead of each time a request is submitted, please contact your Davis Vision Account Representative.

## Reinstate an Enrollment record

This applies to a Member coming back on the plan with no break in coverage, returning to the same location with the same Dependents.

1. Click the **Add/Change Enrollment** link from the left navigation bar.
2. Enter the Social Security Number (SSN) in the **ID** field.

Thursday, January 28, 2010 Change Enrollment - Add/Change

Check Enrollment  
Add/Change Enrollment  
Terminate Enrollment  
Find a Provider  
Forms  
My Profile

If you are Adding/Changing Enrollment for an EXISTING member, please enter their ID below. If you are Adding a new member, please call 1-888-343-3460.

**Please enter an ID for the Member.**

ID:

The Benefit Contract and Rider ID are automatically populated in the appropriate fields.

3. Select “Reinstate” on the **Reason** drop-down menu.
4. Enter the reinstatement date in the **Effective Date** field (should be the date following their termination, for e.g.: if previously terminated on March 31<sup>st</sup>, enter effective date as April 1<sup>st</sup>).

If the policy is for family coverage and there have been no changes in Dependent status since the original termination date, the Dependent information is still required.

5. Select “Change” from the **Reason** drop-down menu of Dependent information.
  - a. Select the appropriate values from the drop-down menu to complete the Dependent information.

Dependent Information to be used

Reason	First Name	MI	Last Name (only if different)	Rel.	Sex	Dependent SSN	Birthdate (mm/dd/yyyy)	O/R Code	Eligible Thru Date	Effective Date	Rider
Change											

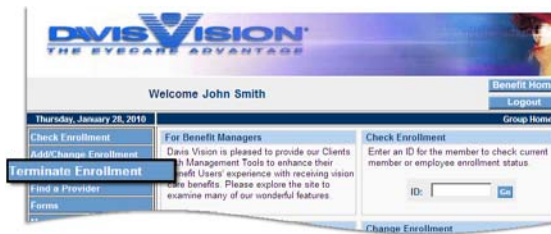
6. Press **Save Changes** button to submit the Enrollment data to Davis Vision.



**Note:** All required fields must be completed to save changes; a prompt is displayed when a required field is blank.

## Terminate an Enrollment record

This section illustrates the method to terminate Member Enrollment records.



1. Click the **Terminate Enrollment** link from the left navigation bar.
2. Utilize the Enrollment form to terminate the appropriate Contract, Member, Spouse or Dependent.  
**Note:** Maximum of 10 records can be terminated at one time as long as the Benefit Contract is the same for all records requested.



**Note:** All required fields must be completed to save changes; a prompt is displayed when a required field is blank.

To terminate an entire family:

- a. Select the **Contract** radio button under the **Terminate Type** column to terminate the Member, Spouse, *and* Dependent(s).
- b. Enter the Member's Social Security Number under the **Subscriber ID** field.
- c. Enter the Member's name in the **Subscriber Name** field.
- d. Enter the last date of active coverage in the **Terminate Date** field.  
**Note:** Coverage will remain active until midnight of the day requested.

A screenshot of the 'Change Enrollment - Terminate' web form. At the top, there is a message: 'If you wish to terminate Subscriber/Dependents, fields highlighted in this color are required. For more help please click here or call 1-800-343-3450.' Below this, there are sections for 'Benefit Contract Information' (with a dropdown menu) and 'Subscriber/Dependent Information'. The 'Subscriber/Dependent Information' section has a table with columns: 'Subscriber ID', 'Subscriber Name', 'Dependent Name', 'Termination Date', and 'Comments'. A 'Terminate Type' dropdown menu is open, showing radio button options for 'Contract', 'Subscriber', 'Spouse', and 'Dependent'. The 'Contract' option is selected.

To terminate Subscriber/Spouse/Dependents only:

- a. Select the appropriate radio button under the **Terminate Type** column.
  - b. Enter the Member's Social Security Number under the **Subscriber ID** field.
  - c. Enter the Member's name in the **Subscriber Name** field,  
Or  
Enter the Spouse/Dependents' name in the **Dependent Name** field.
  - d. Enter the last date of active coverage in the **Terminate Date** field.  
**Note:** Coverage will remain active until midnight of the day requested.
3. Press **Save Changes** button to submit the Enrollment data to Davis Vision.

## Add COBRA Coverage

This applies to adding COBRA Coverage to Member's enrollment records.

1. Term the *active* record using the instructions under [Terminate an Enrollment record](#) section on page 13.
2. Click the **Add/Change Enrollment** link from the left navigation bar.
3. Enter the Social Security Number (SSN) in the **ID** field.

Thursday, January 28, 2010

Change Enrollment - Add/Change

Check Enrollment

Add/Change Enrollment

Terminate Enrollment

Find a Provider

Forms

My Profile

If you are Adding/Changing Enrollment for an EXISTING member, please enter their ID below. If you are Adding, please call 1-888-343-3460.

**Please enter an ID for the Member.**

ID:

please call 1-888-343-3460

4. Enter the first date COBRA begins in the **Effective Date** field.
5. Follow the same steps as detailed under [Add an Enrollment record](#) section on page 7.
6. Select the appropriate COBRA specific LC1 Code from the **LC1** drop-down menu.
7. Enter "COBRA" in the **Comments** section.
8. Press **Save Changes** button to submit the Enrollment data to Davis Vision.

## Enrollment Transaction Rules

Refer to the following enrollment rules to accurately process Enrollment records.

### Check Enrollment Status

Before performing any enrollment transactions, refer to the [Check Enrollment](#) section on page 6.

### Using Social Security Number (SSN)

- ***Changing an Effective Date (on an entire family record, individual Member Category such as Location Code)***

When changing an effective date on an entire family record or individual Member Category:

- First, term the original Member record as detailed under [Terminate an Enrollment record](#) section on page 13.
- Then, create a new add request using SSN for the Member ID and the new effective date. Refer to instructions under [Add an Enrollment record](#) section on page 7.

A new member record will be created using the same Davis Vision ID.

- ***Changing Member Categories (same contract, same effective date)***

When changing the member categories under the same contract and same effective date, leave the DavisVision ID in the **Member ID** box. A new member record will be created using the same DavisVision ID and the original record will be automatically termed.

- ***Changing other Member information***

When changing other elements on a Member record, for e.g.: address, phone number, etc, leave the DavisVision ID in the **Member ID** box.

The system will update the existing record.

## Separate Enrollment transactions

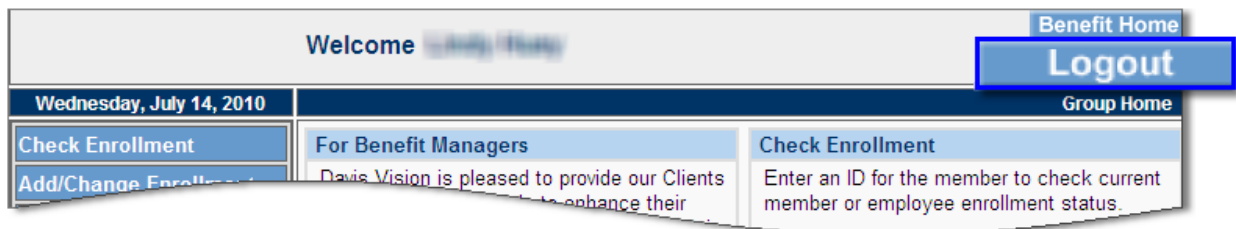
This applies to enrollment addition/changes/terminations that must be performed as separate transactions.

- ***Active Employee and Spouse on file, add a new Dependent on June 30<sup>th</sup>, 2010.***  
Under this scenario, 2 *separate* enrollment transactions will need to be performed.
  - Terminate the Employee and Spouse on file as of 6/30/2010.
  - Add the Family (with Dependent) as a new hire effective 7/1/2010.
  
- ***Employee, Spouse, Dependents on file, remove Spouse as of August 1st, 2010.***  
Under this scenario, 2 *separate* enrollment transactions will need to be performed.
  - Terminate the family effective as of 7/31/2010.
  - Add the family (without the Spouse) effective as of 8/1/2010.
  
- ***Active Employee on file since 1/1/2010, change location effective 7/1/2010.***
  - Terminate the Employee as of 6/30/2010.
  - Add the Employee effective 7/1/2010, with the new location code.



## Logout of Benefit Manager

Log out at any time during your session by clicking on the **Logout** button located in the top right of your screen.



The **Benefit Management Logout** screen will be displayed upon successfully logging out of Benefit Manager.

