Davis Vision Benefit Manager User Guide

Version 2.1

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System Requirements

The Davis Vision Benefit Manager requires a compatible Web browser. We recommend Microsoft Internet Explorer Version 5 or higher. Additionally, Adobe Acrobat Reader, available as a free download from **www.adobe.com**, is required in order to view certain documents, including the Benefit Manager User Guide.

Accessing the Benefit Manager

Click on the `Benefit Manager Login` link on the Davis Vision homepage at **www.davisvision.com** [`Fig. 1`].

`Fig. 1`

Logging in to the Benefit Manager

Type your **Login ID** and **Password** in the form provided [`Fig. 2`].

You should have received your log-on and password. If you have forgotten your password, please contact your Davis Vision Account Executive for assistance.

Click `Login` to continue.

For security reasons, three incorrect login attempts will result in your account being locked. If you are locked out, please contact the Davis Vision Eligibility Department at 1-800-783-6872, and a new password will be sent to you via e-mail.

`Fig. 2`

Terms and Agreement

When you log in to the Davis Vision Benefit Manager for the first time, you will be presented with the **Terms of Service and Agreement** [`Fig. 3`]. Once you have read the Agreement, you may either Accept or Decline the Terms.

You must Accept the Terms of Service in order to utilize the Davis Vision Benefit Manager system.

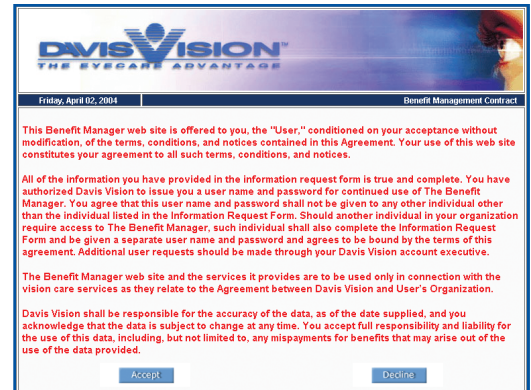Click on `Accept` to continue, or `Decline` to exit the system.

`Fig. 3`

`Fig. 4`

The Benefit Manager Home Page

Once you have logged in and accepted the Terms of Service, you will be presented with the Benefit Manager Home Page [`Fig. 4`]. This page provides access to all of the Benefit Manager features available for your specific benefit group, and can always be found by clicking on the `Benefit Home` button on the top right of the screen.

You may log out at any time during your session by clicking on the `Logout` button located in the top right of your screen right underneath the `Benefit Home` button.

Checking Enrollment

To check a particular member's enrollment status, click on the `Check Enrollment` link at the top of the left menu bar. You will be asked to enter a Member ID [**Fig. 5**]. Or, you may enter the Member ID directly into the Member ID text area located in the **Check Enrollment** box in the main window of the Benefit Manager Home Page.

Click `Go` to continue.

Fig. 5

Fig. 6

You will be presented with enrollment information for the selected member, including dependent(s) covered, enrollment status and downloadable benefit-specific forms. [**Fig. 6**].

Locating Providers

Find a Doctor

To find a vision care provider in a specified area, click on `Find a Doctor` link located on the Benefit Manager Home Page, which will direct you to the **Find a Doctor** page [**Fig. 7**].

Fig. 7

Choose `Regular` or `Laser` from the **Provider List** drop-down list. These options will only be displayed if available to your group.

Enter a **Zip Code** and (optionally) a **Radius in Miles** (up to 99 miles) beyond the Zip Code in which to conduct your search.

Click `Search` to continue.

Locate a Vision Care Professional Column Definitions

Name . . . . .Indicates the name of the office or the name of the private doctor.

Address . . . . .Indicates the address of the provider office.

Telephone . . . . .Indicates the telephone number of the provider.

Map . . . . .View a Map and receive driving directions via MapQuest

[**Fig. 8**] by clicking on Map It! .
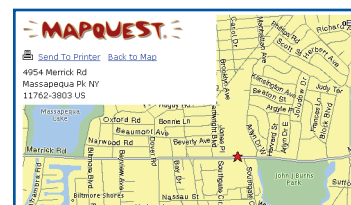*Note: This will open a separate browser window.*

Services . . . . .Indicates the services available at this provider location, i.e., full service (examination and dispensing), examination only, or dispensing only.

Fig. 8

Handicapped accessible . . . . . . indicates the provider office is handicapped accessible.

Exclusive Tower Collection . . . .Yes/No - Indicates whether the Davis Vision "Tower Collection" of frames is available in this provider office.

Associates . . . . .Indicates if there is more than one participating doctor at this location. You may view a list of associates (participating doctors) at the provider's location [**Fig. 9**] by clicking on the [Associates] link next to the respective location.

Fig. 9

Advanced Provider Locate

To further refine your search, click on the `Advanced Provider Locate` link on the left menu bar of the Benefit Manager Home Page, bringing you to the **Advanced Provider Locate** page [**Fig. 10**]. Here, you may search by Provider Name, State, County, City, and/or Business Name, or search for Providers who carry Davis Vision's Exclusive Tower Collection.
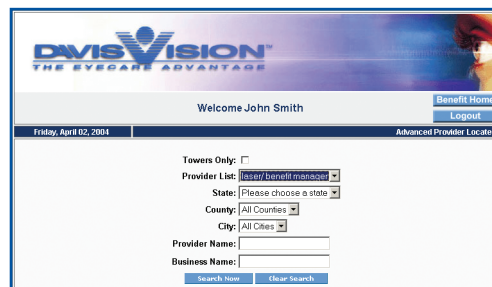

Fig. 10

Click `Search Now` to continue.

Provider Nomination

To nominate a provider, click on the `New Provider Nomination` link located on the home page of the Benefit Manager. You will be presented with the **New Provider Nomination** form [**Fig. 11**]

Fill in the provider's information, requestor's and submitter's name, your email address and any additional information.

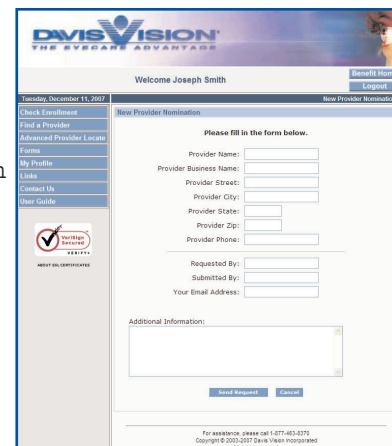When finished, click the `Send Request` button at the bottom of the page.

Fig. 11

Other Features

Forms

Davis Vision's Benefit Manager allows you to view and print selected forms. To access these forms, click on the `Forms` link on the Benefit Manager Home Page. You will be presented with the **Forms** page [`Fig. 12`]. You may also find the specific forms located at the bottom of the main window on the Benefit Manager Home Page.

*Note: Documents may be in PDF format which will require Adobe Acrobat Reader 5.0, available as a free download from **www.adobe.com.***

Fig. 12

My Profile

To view or edit your Benefit Manager user profile, click on the `My Profile` link on the left menu bar of the Benefit Manager Home Page. You will be presented with the **Web Profile** page [`Fig. 13`], which will display your current profile information. To change your profile information, click `Edit Profile` at the bottom of the page. This will allow you to edit your E-mail address, First Name and/or Last Name [`Fig. 14`]. To discard your changes, click `Cancel`. Click `Save` when you have completed editing your profile information. The Benefit Manager will confirm that your profile has successfully been updated [`Fig. 15`].
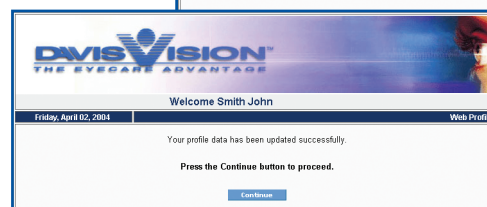

Fig. 13

Fig. 14

Fig. 15

Links

Clicking on `Links` from the Benefit Manager Home Page will bring you to Davis Vision's **Vision Care Resources** [`Fig. 16`]. Here you will find numerous links to eye health-related resources, our **Vision Care Library**, and a **Glossary** of vision-related terms.

Fig. 16

Contact Us

To contact us for questions associated with using the Benefit Manager, click on the `Contact Us` link on the left menu bar of the Benefit Manager Home Page, which will open the **Contact Us** form [**Fig. 17**]. Fill in your information and any questions or comments; when finished, click the `Send Form` button at the bottom of the page. Your Davis Vision Account Executive will respond to your query within 48 hours. (Two business days.)

If you require immediate assistance, you may call Davis Vision directly at 1-888-672-8393.

Fig. 17

User Guide

To access Davis Vision's user guide for processing benefit manager enrollment updates though out the web based application click on `User Guide`.

Troubleshooting

If you have any questions, please contact Davis Vision's Eligibility Department at 1-888-672-8393 for assistance.

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