

Davis Vision Benefit Manager User Guide

Version 2.1



BMUG0001 -December 2007

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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**].



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.





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.



| | | | 1 | | No. 1 |
|---|---|---|--|--|---|
| | Welcome Joseph Sn | nith | | | Benefit Hom Logout |
| Tuesday, December 11, 2007 | | | | | Group Hom |
| heck Enrollment | For Benefit Managers | | Check Enr | ollment | |
| ind a Provider dvanced Provider Locate orms ly Profile | 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. | | Enter an ID member or | o for the member to employee enrollm D: | o check current lent status. |
| inks | Find a Provider | | New Provider Nomination | | |
| Contact Us Iser Guide | 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. | | | provider to the k, please click | |
| VeriSign Secured | Zip Code: Advanced Provider Loc | Go | | new Provider Hom | maton |
| VERIFY | Forms | | | | |
| ABOUT SSL CERTIFICATES | Name Plan Benefit Description Out of Network Claim Form Warranty Information New Provider Request Form | Version sp00067v sc00015 Warranty sc00072 | <u>veb</u> 20021025 GMU | Type Adobe (.pdf) Adobe (.pdf) Adobe (.pdf) Adobe (.pdf) | Updated 12/11/2006 12/13/2004 7/5/2007 12/12/2007 |
| | For Copyrig | assistance, pleas ht © 2003-2007 D All rights i | e call 1-877-463 lavis Vision Inco reserved. | -8370 orporated | |

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

ION

come Joseph Smith

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.

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

VeriSign

Fig. 6

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].

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.

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Click Search to continue.

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| | Welcom | e John Smi | ith | | | | Benefit Ho Logout |
| Monday, March 24, | 2003 | | | | | | Find a Doo |
| | P | rovider List: Zip Code: dius in Miles: | Laser 12077 | Doctors | | | |
| | | | Sear | rch | | | |
| Name | Address | Telephone | Sear Map | Services | Handicapped Accessible | Exclusive Tower Collection | Associate |
| Name EMPIRE VISION | Address 560 TROY-SCHENECTADY RD LATHAM NY 12110 | Telephone (518)783- 0090 | Sear Map Hap It | Services FULL SERVICE | Handicapped Accessible | Exclusive Tower Collection YES | Associate |
| Name EMPIRE VISION EMPIRE VISION | Address 560 TROY-SCHENECTADY RD LATHAM NY 12110 1009 CENTRAL AVE ALBANY NY 12205 | Telephone (518)783- 0090 (518)489- 8575 | Sear Map Hap It Hap It | Services FULL SERVICE FULL SERVICE | Handicapped Accessible | Exclusive Tower Collection YES YES | Associate Associate |
| Name EMPIRE VISION EMPIRE VISION DR KENNETH STACK | Address S60 TROY-SCHENECTADY RD LATHAM NY 12110 1009 CENTRAL AVE ALBARY NY 12205 24 ROSEMONT ST ALBARY NY 12203 | Telephone (518)783- 0090 (518)489- 8575 (518)438- 6669 | Map Map It Hap It Hap It | FULL SERVICE FULL SERVICE FULL SERVICE | Handicapped Accessible | Exclusive Tower Collection YES YES YES | Associate Associate Associate |
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Locate a Vision Care Professional Column Definitions

| Name | ctor. |
|------|-------|
|------|-------|

MapView a Map and receive driving directions via MapQuest

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



service (examination and dispensing), examination Fig. only, or dispensing only.

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 |
|-------------------|--|----------------|---|
| Par in | ticipating Associates the Provider Office | | location. You may view a list of associates (participating doctors) |
| Close this window | | | at the provider's location [Fig. 9] by clicking on the |
| Last Name | First Name | Middle Name | link next to the respective location |
| CHIANG | DR DAVID | | mik next to the respective location. |
| FRANZONE | DR RAYMOND | | * |
| MCGRAW | DR MICHAEL | | |

Advanced Provider Locate

Fig. 9

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

| | Welcome John Smith | Benefit Home Logout |
|------------------------|--|--------------------------|
| Friday, April 02, 2004 | | Advanced Provider Locate |
| | Towers Only: Provider List: Presse chaose a state County: All Courses County: All Courses City: All Courses Provider Name: Basianes Name: Search Name: | |
| • • • • | 1 0 | Fig. 10 |

search by Provider Name, State, County, City, and/or Business Name, or search for Providers who carry Davis Vision's Exclusive Tower Collection.

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.

| | Welcome Joseph Smith | Logout |
|---|------------------------------------|---------------------|
| Tuesday, December 11, 2007 | | New Provider Nomina |
| Check Enrollment | New Provider Nomination | |
| Find a Provider Advanced Provider Locate | Please fill in the form b | selow. |
| Forms | Provider Name: | |
| My Profile | Provider Business Name: | |
| Links | Provider Street: | |
| Contact Us | Provider City: | |
| oser Guide | Provider State: | |
| - | Provider Zip: | |
| Verilian Secured | Provider Phone: | |
| ABBUT SSL CERTIFICATES | Requested By: | |
| | Submitted By: | |
| | Your Email Address: | |
| | Additional Information: | |
| | | |
| | | |
| | | |
| | | 100 |
| | Send Request Ca | ncel |
| | | |
| | For assistance, please call 1-077- | 463-6370 |



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.



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].



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 visionrelated terms.





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.

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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