



Electronic billing

Client overview

Bringing you



Version 2.0

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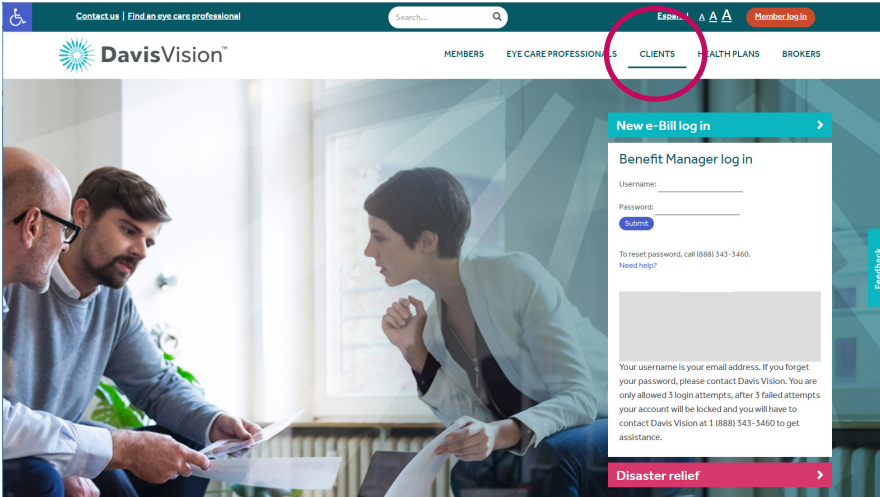
System requirements

The Davis Vision e-Bill application requires a compatible Web browser. We recommend Microsoft Internet Explorer 11, Microsoft Edge, Chrome, Firefox, or Safari.

Accessing the e-Bill system

Click on the Clients or Brokers link from the Davis Vision homepage (davisvision.com) and then the e-Bill Log In link [Fig. 1].

Fig. 1

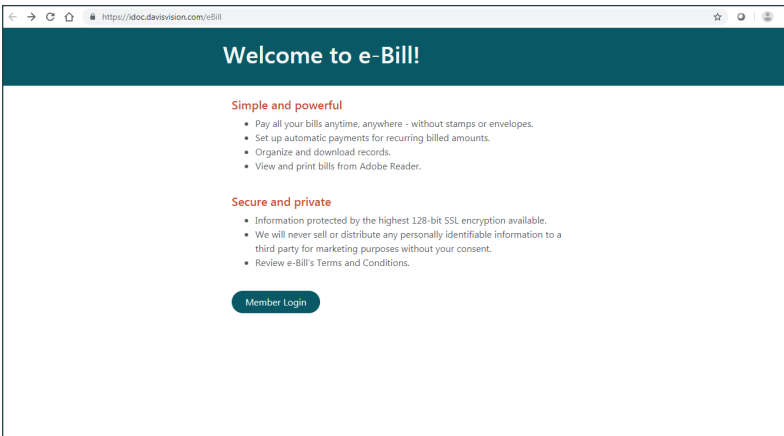


Logging in to e-Bill

Clients will have the ability to set and reset passwords. When you are added to e-Bill, an auto-generated email is sent out providing you with your user name and password. You can then set up the password from the link in the email. You can also reset a forgotten password by selecting the **Reset password** link. This will prompt you to enter your email address (to confirm that the email address is correct); you will then receive an email with a link to reset your password.

Click Member Login from the e-Bill screen to continue [Fig. 2].

Fig. 2



For security reasons, three incorrect login attempts will result in a locked account. If you are locked out, please email ebillinvoicing@davisvision.com to be unlocked and then change your password using the "Forgot password" link

VersantHealth™ e-Bill

Welcome!

Please log in to continue:

Enter your Login ID:

Enter your Password:

Having trouble logging in? [Contact Us](#) for assistance.

[Forgot Password?](#)

Warning Notice: This system is for the use of authorized users only, and may be monitored to ensure proper operation and verify authorized use and security procedures. Your use of this system constitutes consent to such monitoring. Unauthorized attempts to change or copy information, to defeat or circumvent security features, or to utilize this system for other than its intended purposes are prohibited and may result in disciplinary and/or legal action.

In the format provided, type your Login ID and Password into the e-Bill screen [Fig 2.2]

Fig. 2.2

Terms and conditions

When you log into the Davis Vision e-Bill application for the first time, you will be presented with the e-Bill Terms and Conditions [Fig. 3]. Once you have read the conditions, you must click Accept in order to proceed into the e-Bill application. At any point in the future, should you wish to revisit this document, simply click the Terms and Conditions link across the bottom of any screen within e-Bill.

Fig. 3

Terms And Conditions

e-Bill is an electronic bill presentation and payment service that offers those with group coverage or individual coverage from our company or one of its affiliated companies referred to as "the company" access to view and pay invoices electronically. These terms and conditions provide information on this service and the conditions which apply to your e-Bill account. When you open your account with us, you agree to be bound by these terms and conditions.

APPLICATION

You may utilize the e-Bill service after you complete the information requested on-line (including the selection of a User ID and password) and we process your request. We will contact you to verify the information you provided to us. We will contact you by e-mail when your bill is available for viewing and payment.

USER ID

The User ID and the password you select must be used each time you access the e-Bill service. Each person with a User ID and password is authorized by you to use the e-Bill service, including the authorization of payment by debiting your designated account(s) or, where available, a charge to your credit card. You agree not to disclose or otherwise make User ID and passwords available to anyone not authorized to view and access the information available on e-Bill. The company shall have no liability for unauthorized access to your information or any unauthorized payments of your bills.

DATA SECURITY

You acknowledge that the data available through e-Bill contains personal health information protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other state and federal privacy laws. You will access e-Bill only from secure computers, and will maintain reasonable and appropriate security procedures, as required by HIPAA, to prevent unauthorized access to data.

TERMINATION

We reserve the right to terminate your use of the e-Bill service at any time with or without cause. We may immediately terminate your use of the service if you breach any agreements with us (including breaching any provisions of a benefit contract) or we have reason to believe that there has been or may be unauthorized use of your User ID, password, or the e-Bill service.

INTELLECTUAL PROPERTY RESTRICTIONS

Nothing within any of the material and content of the e-Bill service shall be construed as conferring any license under any of the company's or other third party's intellectual property rights, whether by estoppel, implication, waiver, or otherwise. Without limiting the generality of the foregoing, you acknowledge and agree that all material and content of the e-Bill service is protected by United States copyright, trademark, patent, or other proprietary rights of the company, its licensors, and/or service providers. Except as expressly provided to the contrary, you agree not to modify, alter, or deface any of the trademarks, service marks, or other intellectual property made available by the company in connection with the e-Bill service. You agree not to use any of the trademarks, service marks or other material and content accessible through the e-Bill service for any purpose other than the purpose for which such material and content is made available to you by the company. You agree not to defame or disparage the company, the trademarks or service marks of the company, or any aspect of the e-Bill service. You agree not to adapt, translate, modify, decompile, disassemble, or reverse engineer the e-Bill service or any software or programs used in connection with the e-Bill service.

LIMITATION ON LIABILITY

YOU AGREE THAT THE COMPANY, ITS AFFILIATES AND SUBSIDIARIES, EMPLOYEES, OFFICERS, DIRECTORS, SUPPLIERS AND LICENSORS SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, LOSSES OR EXPENSES ARISING OUT OF THIS WEB SITE OR THE E-BILL SERVICE OR USE THEREOF OR THE INABILITY TO USE THIS WEB SITE OR E-BILL SERVICE BY ANY PARTY, OR IN CONNECTION WITH ANY FAILURE, ERROR, OMISSION, INTERRUPTION, DEFECT, DELAY IN OPERATION OR TRANSMISSION, COMPUTER VIRUS, OR LINK OR SYSTEM FAILURE. IN THE COMPANY'S ADVISE OF THE POSSIBILITY OF SUCH DAMAGES, LOSSES OR EXPENSES.

NO MODIFICATION OF OTHER AGREEMENTS

Nothing in these terms and conditions shall modify your obligation to pay your premium when it is due in accordance with the terms of your contract. The e-Bill Service governs only the manner in which you receive and pay your bills.

ELECTRONIC SIGNATURE

You understand and agree that accessing this site and clicking the "Accept" button below constitutes an electronic signature. The electronic signature will be treated in all respects as having the same legal effect as an original handwritten signature and will constitute your agreement to and acceptance of these terms and conditions. If you are signing for access to the e-Bill service on behalf of a group, you hereby represent and warrant that you are authorized by the group to apply for this e-Bill service and to bind the group to these terms and conditions.

The e-Bill home (Welcome) page

Once you have logged in and accepted the Terms and Conditions, you will be presented with the e-Bill Home (Welcome) Page [Fig. 4]. This page provides access to all of the e-Bill features available for our specific group and can always be found by clicking on the Home tab on the top left of the screen. You may log out at any time during your session by clicking on the Sign Out tab located in the top right of your screen.

Fig. 4

The screenshot shows the 'Welcome Penny Test' page. At the top, there is a navigation bar with 'Home', 'Accounts', 'Bills', 'Payments', and 'Preferences'. The user is signed in as 'Penny Test'. The main content area displays the user's name and address: 'Davis Pizza, 711 Troy Schenectady Road, Latham, NY 12110'. Below this, there is a table titled 'Your bill for:' with columns for 'Invoice Amount', 'Outstanding Balance', and 'Select All'. The table lists two accounts: 'Vision Premium' and two sub-accounts, all with \$0.00 amounts. A 'Pay (0)' button is located at the bottom right of the table. The footer contains links for 'Terms and conditions', 'Help', 'Contact us', 'View special reports', and 'What's new?'. The copyright notice '© 2019 Versant Health Inc.' is at the bottom.

Managing account(s)

Account selection—Accounts tab

To review a specific unpaid invoice, click on the (underlined) Account Number hyperlink that corresponds to your specific inquiry [Fig. 5].

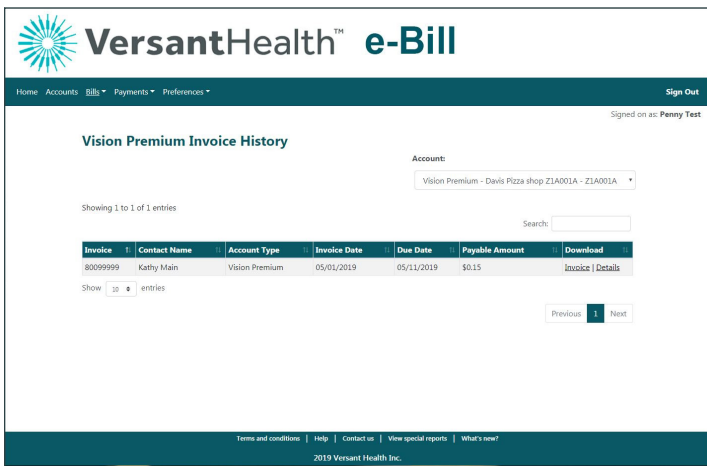
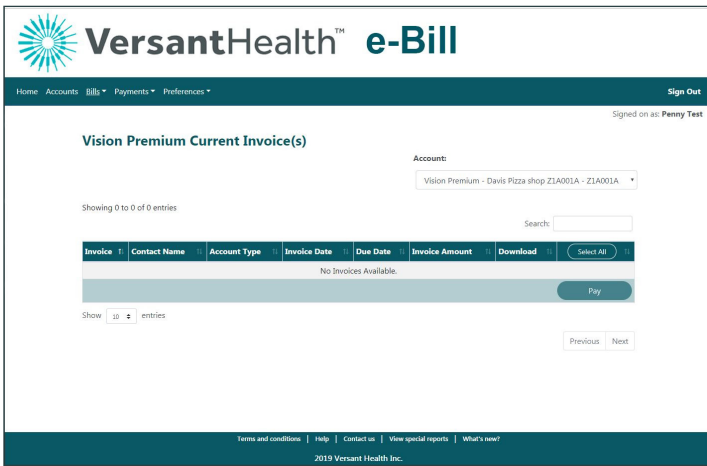
Fig. 5

The screenshot shows the 'Account Selection' page. The navigation bar is the same as in Fig. 4. The user is signed in as 'Penny Test'. The main content area has a 'Billing Entity' dropdown menu set to 'Vision Premium'. Below this, there is a search bar and a table with columns: 'Account Name', 'Account Number', 'Account Type', 'Payable Amount', and 'Select All'. The table lists two accounts: 'Davis Pizza shop Z1A001A' and 'Davis Pizza shop Z1A001C', both with \$0.00 payable amounts. A 'Pay' button is located at the bottom right of the table. The footer is the same as in Fig. 4.

Current invoices—Bills tab

You may review a specific unpaid invoice and/or view the Invoice's related claim detail information by clicking on the Invoice hyperlink (for invoice) or the Detail hyperlink (for supporting invoice detail). The invoice(s) may also be paid from this screen [Fig. 6] should you have the rights to do so.

Fig. 6

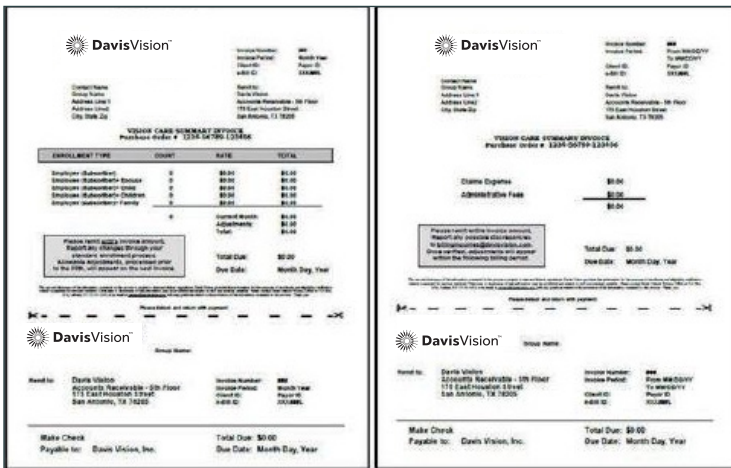


Invoices

View your invoice in PDF format

Clicking on a client specified Download Invoice hyperlink will provide an invoice image for your group/company. A scroll bar is provided to the right of the invoice in the event that the invoice is printed on several pages [Fig. 7].

Fig. 7



View invoice detail in Excel

Clicking on a client specified Download Invoice hyperlink will provide an invoice image for your group/company. Information displayed on the Excel spreadsheet will be dependent upon your security access level as defined to the e-Bill application. The spreadsheet may be copied and downloaded to your desktop for further modeling or saving [Fig. 8].

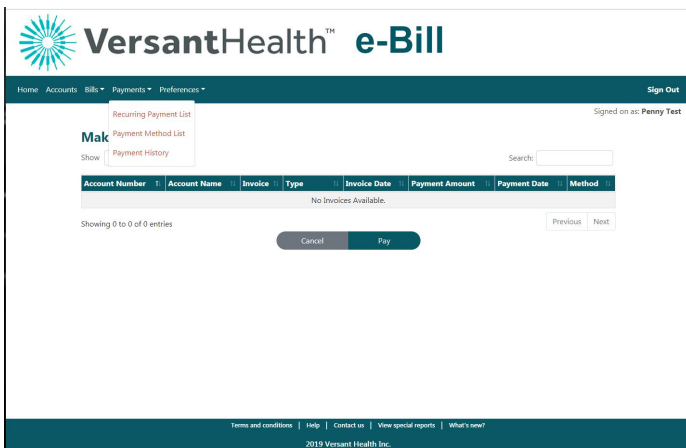
Fig. 8

	A	B	C	D	I	J	K	L	M	N	O
1	Invoice Number	Client Code	Breakout Code	Relationship	Client Data 1	Client Data 2	Client Data 3	Date of Birth	Davis Vision Dependent Number	Client Dependent Number	Gender
2	1234599	XXX	A01	M	TWO		60	YYYYMMDD		1	F
3	1234599	XXX	A01	C			60	YYYYMMDD		3	F
4	1234599	XXX	A01	M	IND		88	YYYYMMDD		1	M
5	1234599	XXX	A01	M	IND		88	YYYYMMDD		1	M
6	1234599	XXX	A01	M	IND		60	YYYYMMDD		1	F
7	1234599	XXX	A01	M	TWO		60	YYYYMMDD		1	M
8	1234599	XXX	A01	S			92	YYYYMMDD		2	F
9	1234599	XXX	A01	M	IND		92	YYYYMMDD		1	F
10	1234599	XXX	A01	M	IND		92	YYYYMMDD		1	M
11	1234599	XXX	A01	M	IND		88	YYYYMMDD		1	F
12	1234599	XXX	A01	M	FAM		60	YYYYMMDD		1	M
13	1234599	XXX	A01	M			60	YYYYMMDD		2	F
14	1234599	XXX	A01	M			60	YYYYMMDD		3	M

Add Payment Method/Checking Account—Payments tab

The client representative completes this view to identify to the e-Bill system his/her checking account that will be debited to satisfy the vision care invoice. Data entered is encrypted by the system and once entered cannot be viewed by either the client or Davis Vision personnel [Fig. 9].

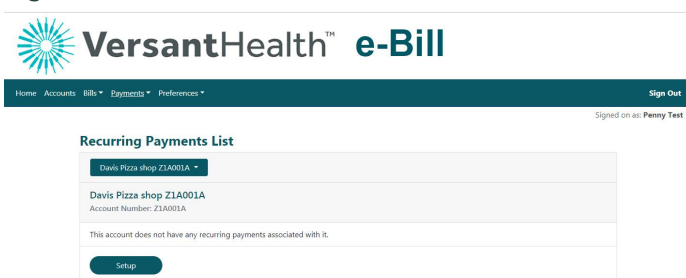
Fig. 9



Recurring payment option

The recurring payment option within the e-Bill application provides flexibility by allowing the vision care invoice to be paid automatically by the e-Bill system [Fig. 10]. Payment change frequencies and options to stop the auto payment process are available and at the control of the client/business.

Fig. 10



Payment History tab

The Payment History screen is accessed by selecting the sub-tab Payment History that is located under the Payments tab. This view is available for all users who have this account association, regardless of their security access role [Fig. 11].

Fig. 11

VersantHealth™ e-Bill

Home Accounts Bills Payments Preferences Sign Out

Signed on as: Penny Test

Payment History

Account: Vision Premium | Davis Pizza shop Z1A001A

Showing 1 to 1 of 1 entries

Search:

Date	Transaction Number	Account Number	Account Type	Invoice Number	Payment Amount	Status
05/30/2019	79729063	Z1A001A	Vision Premium	80099999	\$0.15	Successful

Show 10 entries

Previous 1 Next

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Account Payment Detail

The Account Payment Detail view is accessed by selecting the Status hyperlink on the Payment History tab. The user is able to view (but not edit) payment detail [Fig. 12].

Fig. 12

VersantHealth™ e-Bill

Home Accounts Bills Payments Preferences Sign Out

Signed on as: Penny Test

Payment Detail

Showing 1 to 1 of 1 entries

Search:

Payment Date	Payment Transaction Number	Invoice Number	Payment Amount	Payment Method	Recurring Payment	Status
05/30/2019	79729063	80099999	\$0.15		No	Successful

Status Detail

Status: 3
Description: Successful

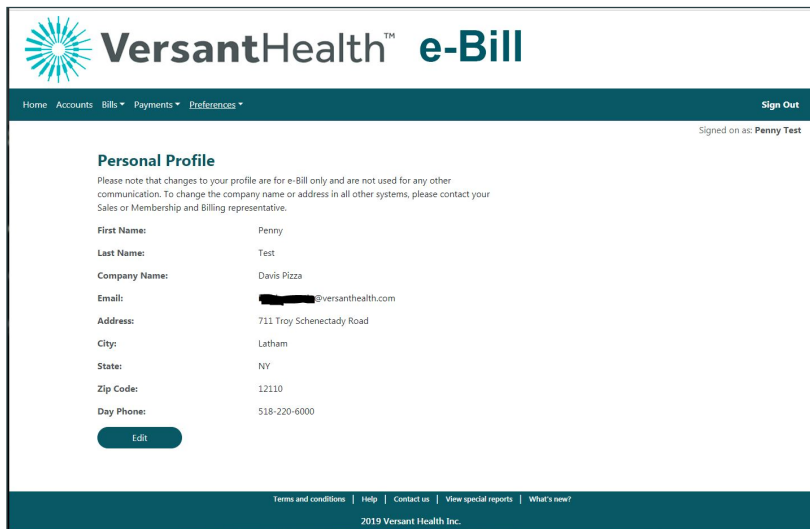
Originating Request

User:
Request Date: 05/30/2019
Request Time: 09:26:07

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Fig. 13.1



Invoice ready notification

Davis Vision's e-Bill system will generate and email a notification to you indicating that your invoice for vision care services has been generated and is available for you to view [Fig. 13.2].

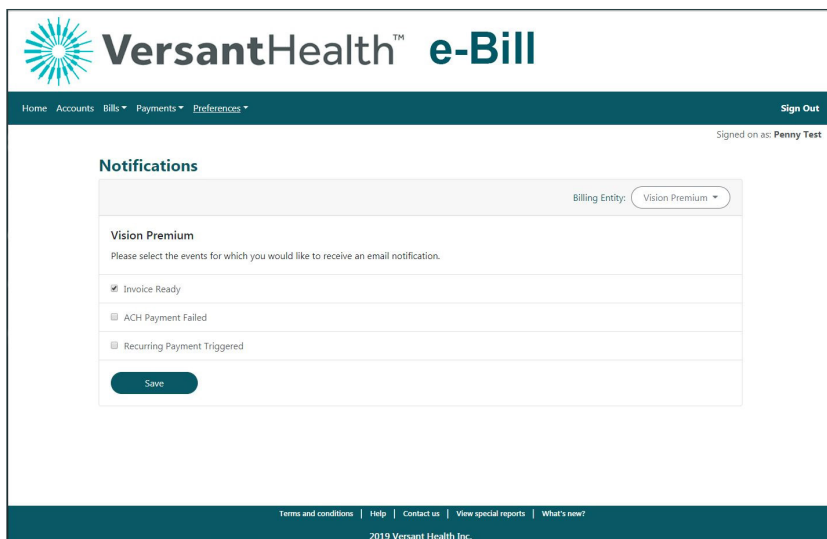
Recurring payment notification

Should you have elected to have the e-Bill system automatically pay your invoice at a designated number of days prior and up to the invoice due date, the system will generate and provide you with an email indicating that the system has debited your account to satisfy the invoice. The amount of the debit is disclosed on this email [Fig. 13.2].

Payment failed notification

The e-Bill system will provide an email notification to you when an incorrect ACH setup or insufficient funds condition has been found [Fig 13.2]. Should this condition occur, please refer to the Contact Us tab under Payment Inquiries to arrange an alternative payment method.

Fig. 13.2



Note: Notifications can be turned off by an individual Client by removing the check in the box(es) within the Notifications sub-tab of the Preferences tab.

Links (Help / Contact us / Special reports)

Help

For help with using e-Bill, click on the Help link at the bottom of any e-Bill screen [Fig. 14]. Clicking on the link Guide to Understanding Your Bills, within the e-Bill HELP tab will provide expanded information, navigation tips, and how-to tutorials useful when working in the e-Bill application. Depending on which Bill Type you need help with (Vision Claims or Vision Premium) will determine which you select.

Fig. 14



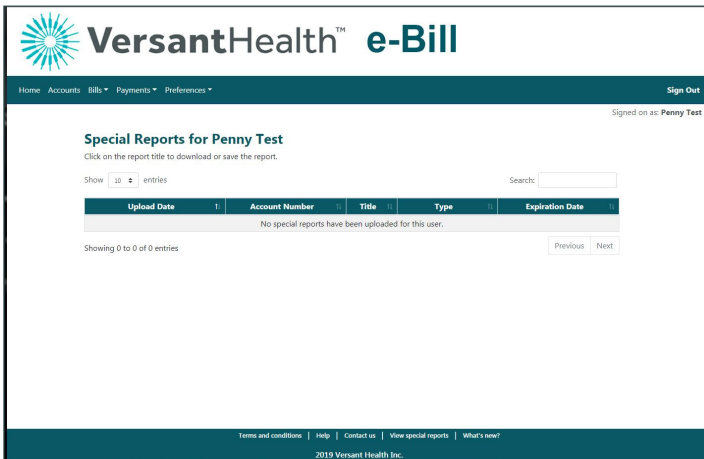
Contact us

To contact us for questions associated with using e-Bill, click on the Contact Us link at the bottom of any e-Bill screen [Fig. 14]. Obtain the contact information relative to the type of assistance you require and appropriate support representative will respond to your email inquiry.

Special reports

To view special reports in e-Bill, click on the View Special Reports link at the bottom of any e-Bill screen [Fig. 14]. This links to the Special Reports page, where users you can download or save reports [Fig. 15].

Fig. 15



Troubleshooting

The Help tab within the e-Bill application provides a wide range of information topics to assist you in navigating in e-Bill. If, after reviewing the HELP and Guide to Understanding Your Bills sections, you are still experiencing difficulties or have questions, please refer to the contact information on the Contact Us tab [Fig. 14].

