GETTING STARTED – EYE CARE PROFESSIONALS PORTAL

Your new Eye Care Professionals Portal will expand your ability to provide high quality frames and lenses to your Versant Health Members! Review these instructions to get started using this exciting new program!

Key features

Using this portal, you can:

- Verify Member eligibility and benefits and submit service claims

- Submit orders for frames, lenses, lens options, and contact lenses

- Update orders and review Member order and claim history

- Get training, announcements, benefit alerts, and Versant Health forms

- Create your own profile and set up your preferred lab registration accounts

Logging in

1. Click the Eye Care Professionals Portal link and create a new account.
   See the Pre-Registration or the Comprehensive Portal Guide instructions.

2. Log in using your new credentials, choose your default location, and add your new lab registrations. Then, you can access the Portal Dashboard.
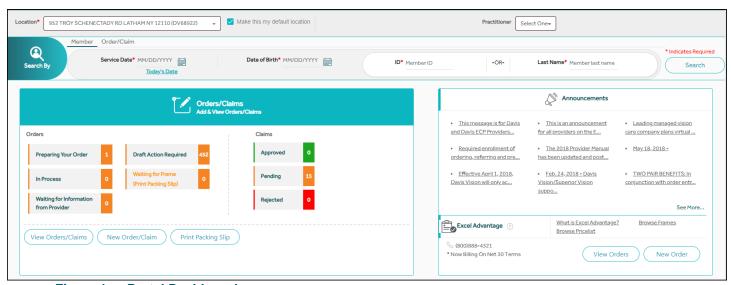

Figure 1.   Portal Dashboard

Look up eligibility and benefit information

1. From the Dashboard, choose the date and Member information in the fields provided. Click **Search**.

Figure 2.   Complete the Member Search Fields

2. Click the **View Detailed Benefits** button beside the Member's name in the results list. The Member Eligibility information displays.
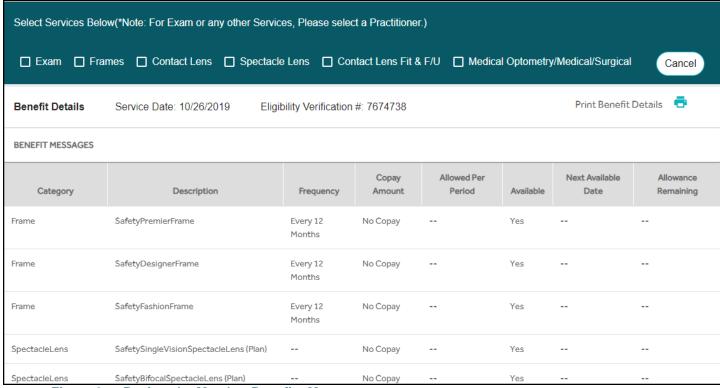

Figure 3.   Review the Member Benefits Messages

Submitting a claim

Submit a claim to get reimbursed for services (exams, contact lens fitting and follow ups, or medical optometry).

1. From the Member Eligibility Information page, click the services you are performing and click **Claim.** The Exam tab displays.

Figure 4.   Select the Services (Exam Only)

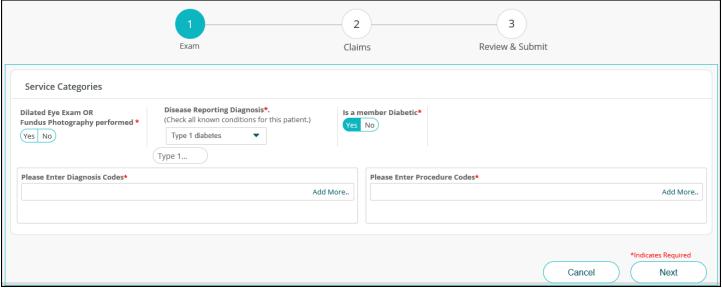**Figure 5.   Enter the Exam Details**

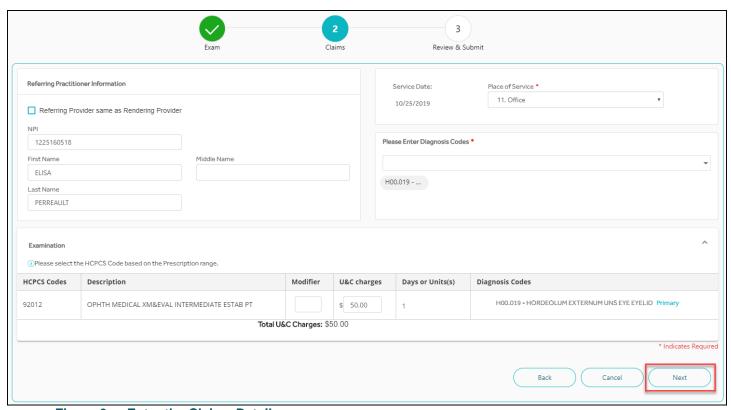2. In the **Exam** tab, enter the Exam details for the visit and click **Next**.

Figure 6.   Enter the Claims Details

3. In the **Claims** tab, enter the Claim details for the visit and click **Next**.

Figure 7. **Review & Submit the Claim Details**

4. In the **Review & Submit** tab, review the claim details and click **Submit Claim**.

Submitting an order

1. From the Member Eligibility Information page, click the materials and click **Orders/Claims**. The Exam tab displays.

Figure 8. **Select the Service and Materials (Exam and Materials) Types**

2. In the **Exam** tab, enter the exam details for the visit and click **Next**. The Eyewear tab displays.

Figure 9. Select the Eyewear Details

3. In the **Eyewear** tab, enter the prescription, frame, lens, and option details for the order. Then click **Next**.
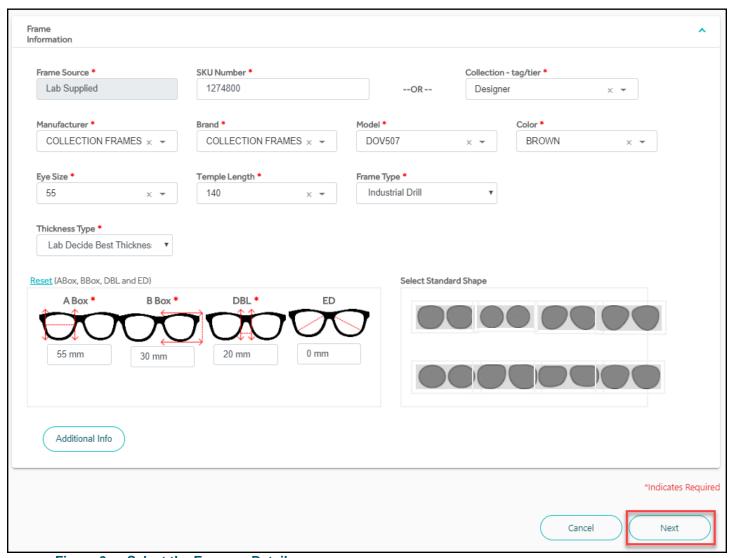
4. In the **Claims** tab, enter the services information associated with the order. Then click **Next**.

5. In the **Review and Submit** tab, review the order details and click **Submit Order**. The Order Summary page displays with the **Lab Reference Number**.
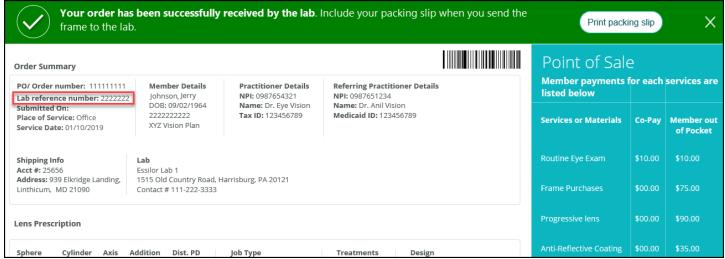
Figure 10. Order Received by the Labs

Viewing office order and claim history

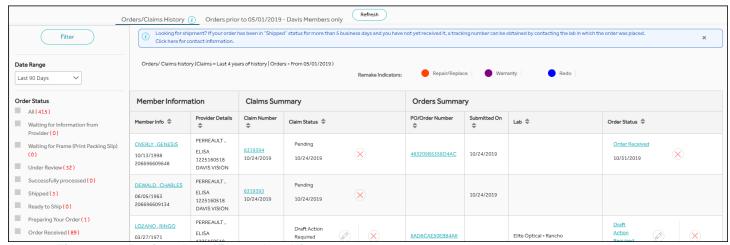- From the Dashboard, click **View Orders / Claims**.

Figure 11. Review the Office Orders History

Viewing member order history

1. From the Dashboard, search for the Member as described above.

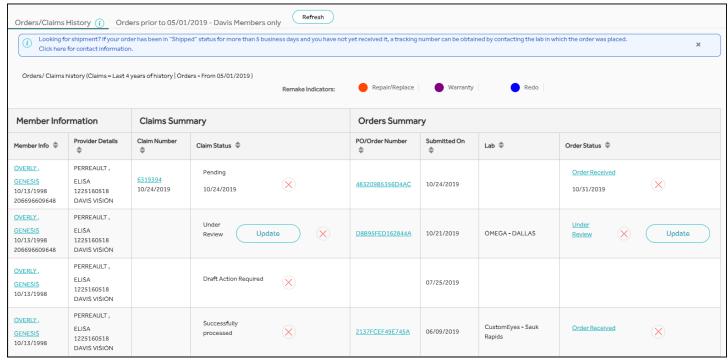2. On the Member Eligibility and Benefit Information page, click **Order History** .

| ⓘ | Looking for shipment? If your order has been in "Shipped" status for more than 5 business days and you have not yet received it, a tracking number can be obtained by contacting the lab in which the order was placed. Click here for contact information. | ✕ |

Orders/ Claims history (Claims – Last 4 years of history | Orders - From 05/01/2019)

Remake Indicators: 🔴 Repair/Replace | 🟣 Warranty | 🔵 Redo

Member Information		Claims Summary		Orders Summary			
Member Info ⇕	Provider Details ⇕	Claim Number ⇕	Claim Status ⇕	PO/Order Number ⇕	Submitted On ⇕	Lab ⇕	Order Status ⇕
OVERLY , GENESIS 10/13/1998 206696609648	PERREAULT , ELISA 1225160518 DAVIS VISION	6319394 10/24/2019	Pending 10/24/2019 ⊗	483209B5356D4AC	10/24/2019		Order Received 10/31/2019 ⊗
OVERLY , GENESIS 10/13/1998 206696609648	PERREAULT , ELISA 1225160518 DAVIS VISION		Under Review [Update] ⊗	D8B95FED162844A	10/21/2019	OMEGA - DALLAS	Under Review ⊗ [Update]
OVERLY , GENESIS 10/13/1998	PERREAULT , ELISA 1225160518 DAVIS VISION		Draft Action Required ⊗		07/25/2019		
OVERLY , GENESIS 10/13/1998	PERREAULT , ELISA 1225160518 DAVIS VISION		Successfully processed ⊗	2137FCEF49E745A	06/09/2019	CustomEyes - Sauk Rapids	Order Received ⊗

Figure 12. Member Orders and Claims History

Getting additional program resources

The Eye Care Professionals Portal has a wide range of resources to support you in your business, including in using the portal, (training videos, FAQs, and benefit alert changes), frequently used forms, medical management policy information, plus system and organization announcements! See the Versant Health **Training Hub** for more information.

Need more help?

For help with the Eye Care Professionals Portal call:

1-877-235-5316 (Davis Vision)

1-877-235-5317 (Superior Vision)