

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.

Location* 952 TROY SCHENECTADY RD LATHAM NY 12110 (DV68922) ☒ Make this my default location Practitioner Select One

Search By Member Order/Claim

Service Date* MM/DD/YYYY Today's Date Date of Birth* MM/DD/YYYY ID* Member ID -OR- Last Name* Member last name Search

Orders/Claims
Add & View Orders/Claims

Orders		Claims	
Preparing Your Order	1	Approved	0
In Process	0	Pending	15
Waiting for Information from Provider	0	Rejected	0
Draft Action Required	452		
Waiting for Frame (Print Packing Slip)	0		

View Orders/Claims New Order/Claim Print Packing Slip

Announcements

- This message is for Davis and Davis ECP Providers...
- This is an announcement for all providers on the E...
- Leading managed vision care company plans virtual ...
- Required enrollment of ordering, referring and pre...
- The 2018 Provider Manual has been updated and post...
- May 18, 2018 -
- Effective April 1, 2018, Davis Vision will only ac...
- Feb. 24, 2018 - Davis Vision/Superior Vision suppo...
- TWO PAIR BENEFITS: in conjunction with order entr...

See More...

Excel Advantage What is Excel Advantage? Browse Frames
Browse Pricelist

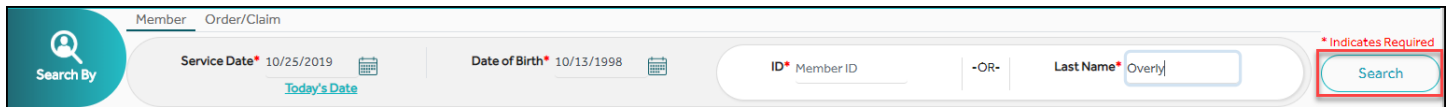
(800)888-4321
* Now Billing On Net 30 Terms

View Orders New Order

Figure 1. Portal Dashboard

Look up eligibility and benefit information

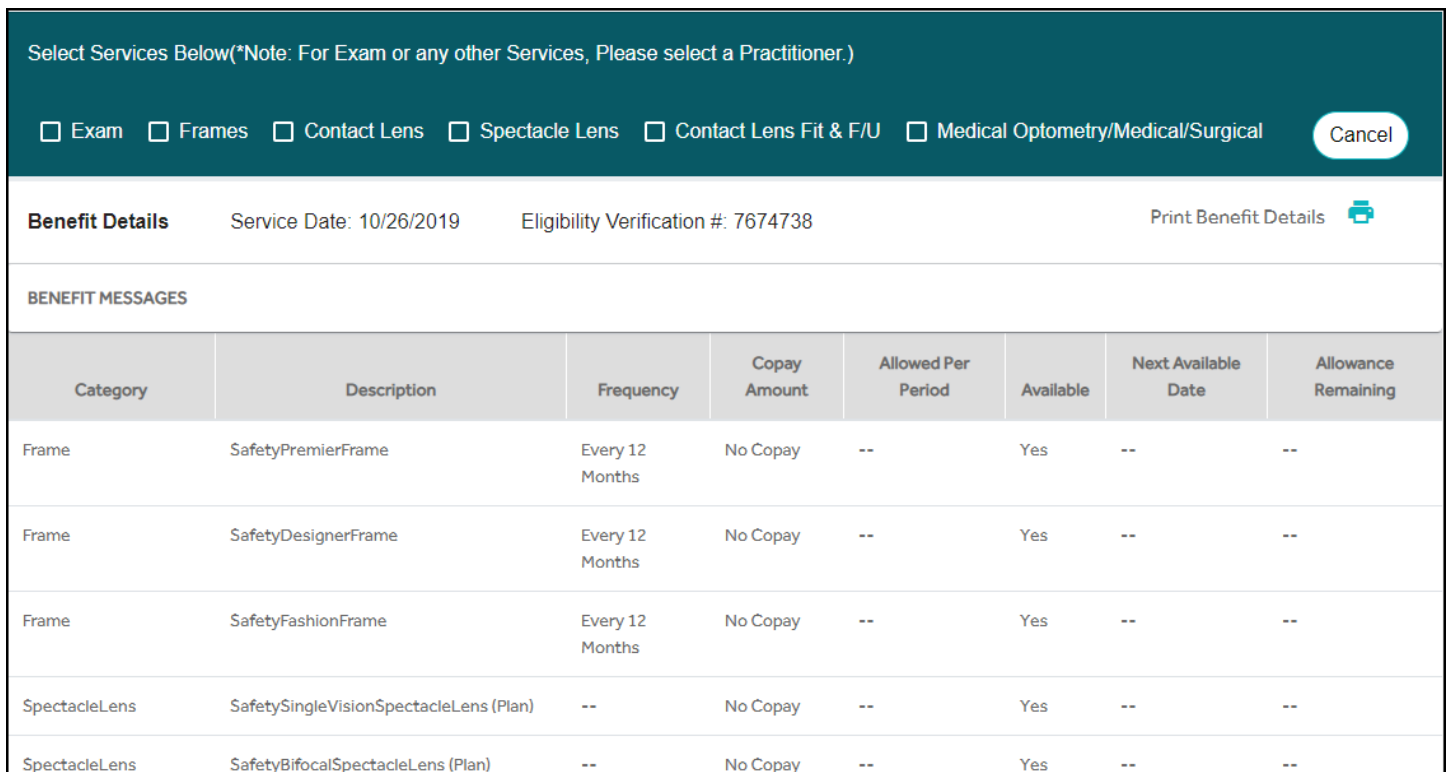
1. From the Dashboard, choose the date and Member information in the fields provided. Click **Search**.



The screenshot shows a search interface with tabs for 'Member' and 'Order/Claim'. The 'Member' tab is active. It contains fields for 'Service Date' (10/25/2019), 'Date of Birth' (10/13/1998), 'ID' (Member ID), and 'Last Name' (Overly). A 'Search' button is highlighted with a red box. A note '* Indicates Required' is in the top right corner.

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.



The screenshot shows the 'Member Benefits Messages' page. At the top, there's a section 'Select Services Below(*Note: For Exam or any other Services, Please select a Practitioner.)' with checkboxes for Exam, Frames, Contact Lens, Spectacle Lens, Contact Lens Fit & F/U, and Medical Optometry/Medical/Surgical. Below this is a 'Benefit Details' section showing 'Service Date: 10/26/2019' and 'Eligibility Verification #: 7674738'. A 'Print Benefit Details' button is also present. The main section is a table of benefit messages.

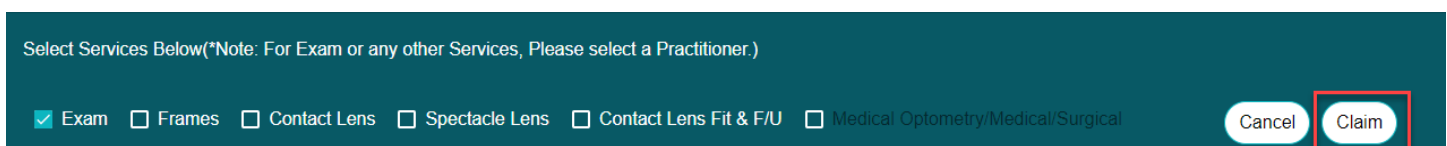
Category	Description	Frequency	Copay Amount	Allowed Per Period	Available	Next Available Date	Allowance Remaining
Frame	SafetyPremierFrame	Every 12 Months	No Copay	--	Yes	--	--
Frame	SafetyDesignerFrame	Every 12 Months	No Copay	--	Yes	--	--
Frame	SafetyFashionFrame	Every 12 Months	No Copay	--	Yes	--	--
SpectacleLens	SafetySingleVisionSpectacleLens (Plan)	--	No Copay	--	Yes	--	--
SpectacleLens	SafetyBifocalSpectacleLens (Plan)	--	No Copay	--	Yes	--	--

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.



The screenshot shows the 'Select Services Below(*Note: For Exam or any other Services, Please select a Practitioner.)' section. It has checkboxes for Exam, Frames, Contact Lens, Spectacle Lens, Contact Lens Fit & F/U, and Medical Optometry/Medical/Surgical. The 'Exam' checkbox is checked. A 'Claim' button is highlighted with a red box. A 'Cancel' button is also present.

Figure 4. Select the Services (Exam Only)

1 Exam 2 Claims 3 Review & Submit

Service Categories

Dilated Eye Exam OR Fundus Photography performed *
☐ Yes ☐ No

Disease Reporting Diagnosis*.
 (Check all known conditions for this patient.)
 Type 1...

Is a member Diabetic*
☒ Yes ☐ No

Please Enter Diagnosis Codes* [Add More..](#)

Please Enter Procedure Codes* [Add More..](#)

***Indicates Required**

[Cancel](#) [Next](#)

Figure 5. Enter the Exam Details

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

1 Exam 2 Claims 3 Review & Submit

Referring Practitioner Information

☐ Referring Provider same as Rendering Provider

NPI

First Name

Middle Name

Last Name

Service Date:
 10/25/2019

Place of Service *

Please Enter Diagnosis Codes *

Examination

Please select the HCPCS Code based on the Prescription range.

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92012	OPHTH MEDICAL XM&EVAL INTERMEDIATE ESTAB PT	<input type="text"/>	\$ 50.00	1	H00.019 - HORDEOLUM EXTERNUM UNS EYE EYELID Primary

Total U&C Charges: \$50.00

***Indicates Required**

[Back](#) [Cancel](#) [Next](#)

Figure 6. Enter the Claims Details

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

✓ Exam
✓ Claims
3 Review & Submit

*To calculate Member Out of Pocket, please refer to [Service Record Form](#).

Order Summary

Submitted On: 10/25/2019	Member Details CHARLES DEWALD DOB: 6/5/1963 206696609134 Global Benefit	Practitioner Details NPI: 1225160518 Name: ELISA PERREAULT TAX ID: 201019659	Referring Practitioner Details NPI: 1225160518 Name: ELISA PERREAULT Medicaid ID:	Shipping Info Acct#: Address: 952 TROY SCHENECTADY RD, LATHAM, NY, 12110
--------------------------	---	---	--	--

Examination

Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92012	OPHTH MEDICAL XM&EVAL INTERMEDIATE ESTAB PT		\$50.00	1	• H00.019 - Primary

Total U&C Charges: \$50.00

☒ Insured's or Authorized Person's Signature I authorize payment of medical benefits to the undersigned physician or supplier for services described above.

Back
Submit Claim

Figure 7. Review & Submit the Claim Details

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

Submitting an order

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

Select Services Below(*Note: For Exam or any other Services, Please select a Practitioner.)

☒ Exam
 ☒ Frames
 ☐ Contact Lens
 ☒ Spectacle Lens
 ☐ Contact Lens Fit & F/U
 ☐ Medical Optometry/Medical/Surgical

Cancel
Order/Claim

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

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

Frame Information

Frame Source *

Lab Supplied

SKU Number *

1274800

--OR--

Collection - tag/tier *

Designer

Manufacturer *

COLLECTION FRAMES

Brand *

COLLECTION FRAMES

Model *

DOV507

Color *

BROWN

Eye Size *

55

Temple Length *

140

Frame Type *

Industrial Drill

Thickness Type *

Lab Decide Best Thicknes

Reset (ABox, BBox, DBL and ED)

A Box *

55 mm

B Box *

30 mm

DBL *

20 mm

ED

0 mm

Select Standard Shape

Additional Info

*Indicates Required

Cancel

Next

Figure 9. Select the Eyewear Details

- In the **Eyewear** tab, enter the prescription, frame, lens, and option details for the order. Then click **Next**.
- In the **Claims** tab, enter the services information associated with the order. Then click **Next**.
- In the **Review and Submit** tab, review the order details and click **Submit Order**. The Order Summary page displays with the **Lab Reference Number**.

Your order has been successfully received by the lab. Include your packing slip when you send the frame to the lab.

Print packing slip

Order Summary

PO/ Order number: 111111111

Lab reference number: 2222222

Submitted On:

Place of Service: Office

Service Date: 01/10/2019

Member Details

Johnson, Jerry

DOB: 09/02/1964

2222222222

XYZ Vision Plan

Practitioner Details

NPI: 0987654321

Name: Dr. Eye Vision

Tax ID: 123456789

Referring Practitioner Details

NPI: 0987651234

Name: Dr. Anil Vision

Medicaid ID: 123456789

Shipping Info

Acct #: 25656

Address: 939 Elkridge Landing, Linthicum, MD 21090

Lab

Essilor Lab 1

1515 Old Country Road, Harrisburg, PA 20121

Contact # 111-222-3333

Lens Prescription

Sphere	Cylinder	Axis	Addition	Dist. PD	Job Type	Treatments	Design

Point of Sale

Member payments for each services are listed below

Services or Materials	Co-Pay	Member out of Pocket
Routine Eye Exam	\$10.00	\$10.00
Frame Purchases	\$00.00	\$75.00
Progressive lens	\$00.00	\$90.00
Anti-Reflective Coating	\$00.00	\$35.00

Figure 10. Order Received by the Labs

Viewing office order and claim history

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

Orders/Claims History Orders prior to 05/01/2019 - Davis Members only Refresh

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 20669609648	PERREAULT, ELISA 1225160518 DAVIS VISION	6319194 10/24/2019	Pending 10/24/2019	48320985356D4AC	10/24/2019		Order Received 10/31/2019
DEWALD, CHARLES 06/05/1963 20669609134	PERREAULT, ELISA 1225160518 DAVIS VISION	6319393 10/24/2019	Pending 10/24/2019		10/24/2019		
LOZANO, RINGO 03/27/1971	PERREAULT, ELISA 1225160518 DAVIS VISION		Draft Action Required	6AD5CAE50E8B4A6		Elite Optical - Rancho	Draft Action Required

Figure 11. Review the Office Orders History

Viewing member order history

- From the Dashboard, search for the Member as described above.
- On the Member Eligibility and Benefit Information page, click **Order History**



Orders/Claims History Orders prior to 05/01/2019 - Davis Members only Refresh							
<div> 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. </div>							
<div> Orders/ Claims history (Claims - Last 4 years of history Orders - From 05/01/2019) <div> Remake Indicators: Repair/Replace Warranty Redo </div> </div>							
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	48320985356D4AC	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)