

# Quick Reference Guide



Topic	Website or Email	Phone
Access form for prior authorization	<a href="http://ecp.versanthealth.com">ecp.versanthealth.com</a> (select Resource-Forms)	Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Benefit reinstatement (need reason, Provider ID, Member ID, Patient Name)	N/A	Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Benefit summary and/or inquiry	<a href="http://ecp.versanthealth.com">ecp.versanthealth.com</a> (search for Member)	Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Cancel or change a job	N/A	Call your lab. For Medicaid jobs: Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Claims payment and EOP questions	If you are enrolled with InstaMed, you are able to view your EOP details on <a href="http://instamed.com">instamed.com</a> . If you would like to enroll, please visit <a href="http://instamed.com">instamed.com</a> or call InstaMed at 1 (866) 467-8263.	You must enroll with InstaMed to have the ability to self-service view your EOP details. If you need claims payment assistance and are not enrolled with InstaMed, you must call: Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Enroll and view electronic payments	<a href="http://instamed.com">instamed.com</a>	Call InstaMed at 1 (866) 467-8263
Help using the portal, access to forms, FAQs	<a href="http://versanthealth.com/ecp-training-hub">versanthealth.com/ecp-training-hub</a>	Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Order frame collections	Email: <a href="mailto:versanthealthcollection@versanthealth.com">versanthealthcollection@versanthealth.com</a>	Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Order lab shipping labels	N/A	Call your lab. For Medicaid jobs: Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Order status	<a href="http://ecp.versanthealth.com">ecp.versanthealth.com</a> (select Job History)	Call your lab. For Medicaid jobs: Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Register a lab	<a href="http://ecp.versanthealth.com">ecp.versanthealth.com</a> (under Provider Dashboard-Manage)	Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Remakes, redos, warranty replacements	For Medicaid prescription change, warranty and lab errors visit <a href="http://ecp.versanthealth.com">ecp.versanthealth.com</a> and select Job History	For commercial orders, call your lab. For Medicaid jobs: Davis Vision: 1 (877) 235-5316 Superior Vision: 1 (877) 235-5317
Requests to join panel	<a href="http://davisvision.com/eye-care-professionals/join">davisvision.com/eye-care-professionals/join</a> or <a href="http://superiorvision.com/eye-care-professionals/join">superiorvision.com/eye-care-professionals/join</a>	Once contact is initiated, a regional recruiter is assigned and reaches out.
Tier change upgrades/downgrades	N/A	Call your lab
Update provider profile information including adding a location or doctor	<a href="http://ecp.versanthealth.com">ecp.versanthealth.com</a> (select Resource-Forms)	N/A

For additional resources, please visit [versanthealth.com/ecp-training-hub](http://versanthealth.com/ecp-training-hub).