



Eye Care Professional Portal guide

For eye care professionals serving members enrolled in
Davis Vision and Superior Vision benefit plans

Version 6.0

Bringing you



Table of contents

GETTING STARTED IN THE PORTAL	5
What can I do in the Portal?	5
Contact us at Versant Health	6
Davis Vision Eye Care Professionals	6
Superior Vision Eye Care Professionals	6
Accessing the Eye Care Professional Portal	8
Logging into the portal for the first time	8
Resending your account verification code	17
Still having trouble logging in?	19
Logging into the new portal (after creating a profile)	20
Forgotten your username?	22
Forgotten your password?	23
What if I have work to finish on the legacy portal?	24
Completing orders on the legacy Davis Vision portal.....	25
Notes for ECPs with overlapping coverage	26
Notes for ECPs who provide their own materials (DDOLs)	27
Managing your portal lab settings	28
Creating or choosing a possible lab account.....	29
Choosing a Non-Integrated Lab	36
Linking a possible lab account to your profile.....	36
Reviewing the portal dashboard	40
Understanding the portal alerts and notifications	49
Setting your portal preferences	50
Reviewing and editing your profile	50
Working with user accounts (office administrators)	52
Accessing the user management options	52
Creating a new user account.....	55
Resetting a user’s password	56
Terminating a user account.....	57
Understanding the user statuses	58
USING THE PORTAL DASHBOARD	59
Reviewing portal resources	59
Reviewing/filtering benefit alert notifications (Davis Vision only)	64
Finding a patient’s eligibility information	66
SUBMITTING AN ORDER OR CLAIM	72
Beginning a claim or order	73
Managing open authorizations from the Davis Vision portal.....	76
Voiding open authorizations from a legacy portal.....	77
Submitting Davis Vision orders/claims in the legacy portal.....	78

Submitting an exam or service-only claim	78
Submitting a service claim and materials order.....	85
Adding details to a frame to come order	100
Handling frame to come errors	106
Adding safety frame package details (Davis Vision only)	106
Submitting a services and materials claim (DDOL)	107
Submitting a material claim for a Davis Vision patient (DDOL).....	110
Submitting a material claim for a Superior Vision patient (DDOL)	115
Submitting a contact lens fitting claim and CL order	120
Submitting a contact lens fitting and CL claim (DDOL).....	126
Reviewing the non-plan CL services tab	131
Submitting a materials-only order.....	132
Submitting an Excel Advantage order (Davis Vision only).....	143
WORKING WITH SUBMITTED CLAIMS OR ORDERS.....	148
Finding the status of an order/claim	148
Viewing the estimated shipping date.....	151
Finding a claim or order using the Search By tab.....	152
Finding a claim using the portal dashboard (DDOL).....	154
Using filters to find current claims and orders	154
Finding a claim or order from your legacy portal	157
Finding legacy portal claims	159
Finding legacy portal orders (Davis Vision only)	160
Finding a patient’s claim or order details	161
Cancelling a pending order or claim.....	165
Reviewing Excel Advantage orders (Davis Vision only).....	166
Submitting an Excel Advantage lab survey	167
Understanding material remakes	168
What is the warranty policy?	170
Requesting a redo	170
Commercial or Medicare order redo.....	170
Medicaid order redo	171
Requesting Commercial/Medicare remakes	171
...Before you receive the order materials from the lab	171
...After you have received the order materials from the lab.....	172
Requesting Medicaid repair/replace orders.....	173
Logging out of the portal	176
GLOSSARY 177	
APPENDIX A: FREQUENTLY ASKED QUESTIONS.....	190
Appendix A.1 Versant Health FAQs.....	190
Appendix A.2 Davis Vision FAQs	191

APPENDIX B: PLACE OF SERVICE OPTIONS 192
APPENDIX C: ORDER STATUS INFORMATION 194
APPENDIX D: VERSANT HEALTH LABS LIST 195

Getting started in the Portal

The Versant Health Eye Care Professional Portal is your best tool for applying Versant Health benefit plans to your patient's vision care services and materials. You play a crucial role in helping Versant Health deliver on our mission of helping members enjoy the wonder of sight through healthy eyes and vision. This new program gives you a new formulary of frame and lens options to select from and a choice of seventy-five, nation-wide labs to choose from to better provide for your patients.

The Versant Health Eye Care Professional Portal gives you a way to order eyeglasses and frames, track orders, and keep your patients informed of the status of the materials you prescribe. Our intention is to give you a tool to expand your ability to meet your patients' needs and help you grow your business too. For ECPs who provide their own materials, this portal allows you to submit claims for all services and materials for your patients with Versant Health benefit plans.

Our goal is to ensure that this Portal meets the needs of your office and Versant Health members. Please provide any feedback you have about Eye Care Professional Portal experiences using the Contact Us page.

What can I do in the Portal?

This document helps you get the most out of the Eye Care Professional Portal. Portal users have access to the following features:

- Verify patient benefits and current eligibility/enrollment info
- Enter and update service and material claims and lab orders; review and track the status of claims, orders, and shipments
- Access to Versant Health forms and announcements with changes in service or participating eye care professional agreements
- Access to warranty information, repair and replace policy, etc.
- Buy frames at a discount and in bulk (Excel Advantage™ program) (currently, for Davis Vision eye care professionals only)

Contact us at Versant Health

Versant Health representatives can provide the information you need. Click the **Contact Us** link at the bottom of every page in the Portal for assistance. If you have a contract with both Versant Health companies, that is, you provide overlapping services, contact the resource that pertains to the member, claim, or order you are inquiring about.

Davis Vision Eye Care Professionals

For Help with...	Phone Number/Email	When to Call
Customer Service	1 (877) 235-5316	Monday – Friday, 8 am – 8 pm ET
Provider Relations	Providerhelp@versanthealth.com	Saturday 9 am – 4 pm ET
Excel Advantage	Exceladvantagebilling@versanthealth.com	
Commercial / Medicare Orders	Please contact the lab you placed the order with. See Finding the status of an order/claim for lab contact info	
Medicaid Orders	Medicaid orders placed through Newtown Square Lab contact Customer Service at 1 (877) 235-5316.	

Superior Vision Eye Care Professionals

For Help with...	Phone Number/Email	When to Call
Customer Service	1 (877) 235-5317	Monday – Friday, 8 am – 9 pm ET
Provider Relations	Prsupport@superiorvision.com	Saturday 11 am – 4:30 pm ET
Commercial / Medicare Orders	Please contact the lab you placed the order with. See Finding the status of an order/claim for lab contact info	
Medicaid Orders	Medicaid orders placed through Newtown Square Lab contact Customer Service at 1 (877) 235-5317.	

Additionally, the Contact Us section at the bottom of each page helps you get the help you need from Versant Health staff. There are separate

Davis Vision and Superior Vision options to contact us, to enable us to better respond to your needs. You can contact us by phone or by sending an email to the team that can help you best.

Davis Vision

Customer Service
1-877-235-5316
Providerhelp@versanthealth.com
Monday - Friday, 8 am - 8 pm ET
Saturday, 9 am - 4 pm ET

Commercial and Medicare Orders
Please contact the lab you placed the order with.
On the Dashboard, click the View Orders/Claims button and then click the Order Number link to see lab contact details.

Figure 1. ECP Portal – Contact Us – Davis Vision

Superior Vision

Customer Service
1-877-235-5317
Monday - Friday, 8 am - 9 pm ET
Saturday, 11 am - 4:30 pm ET

Commercial and Medicare Orders
Please contact the lab you placed the order with.
On the Dashboard, click the View Orders/Claims button and then click the Order Number link to see lab contact details.

Figure 2. ECP Portal – Contact Us – Superior Vision

Accessing the Eye Care Professional Portal

This portal is designed to support the following browsers:

- **Google Chrome** 65 or later (Preferred)
- **Microsoft Internet Explorer** 11 or later
- **Apple Safari** 12 or later
- **Mozilla Firefox** 64 or later
- **Microsoft Edge** 44 or later

Logging into the portal for the first time

If you have not pre-registered, you need to create a new profile in the Eye Care Professional Portal. All current Davis Vision ECPs, Superior Vision ECPs, overlapping ECPs (who see both Davis Vision and Superior Vision members), and ECPs who provide their own materials (DDOLs) can register to use the new ECP Portal.

To log into the Eye Care Professional Portal for the first time and create your portal profile:

1. From your Davis Vision or Superior Vision portal site, enter your login credentials and click **Submit** or **Login** as appropriate. A message displays to invite you to access the new Eye Care Professional Portal:

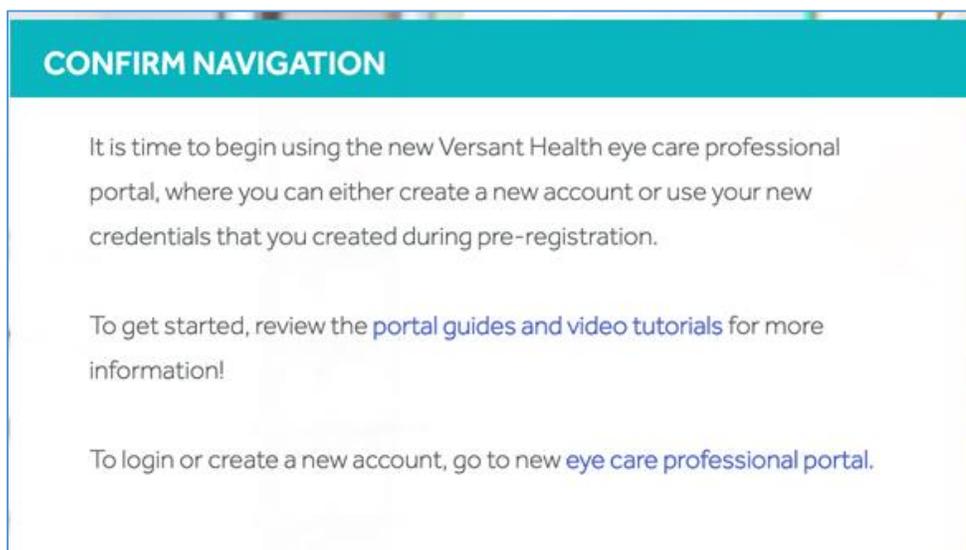


Figure 3. Confirm Navigation Message

Note: Click the portal guides and video tutorials link to access the latest portal information, including the latest version of this guide.

2. Click the **Eye Care Professional portal link** to display the new Versant Health Eye Care Professional Portal Login page.

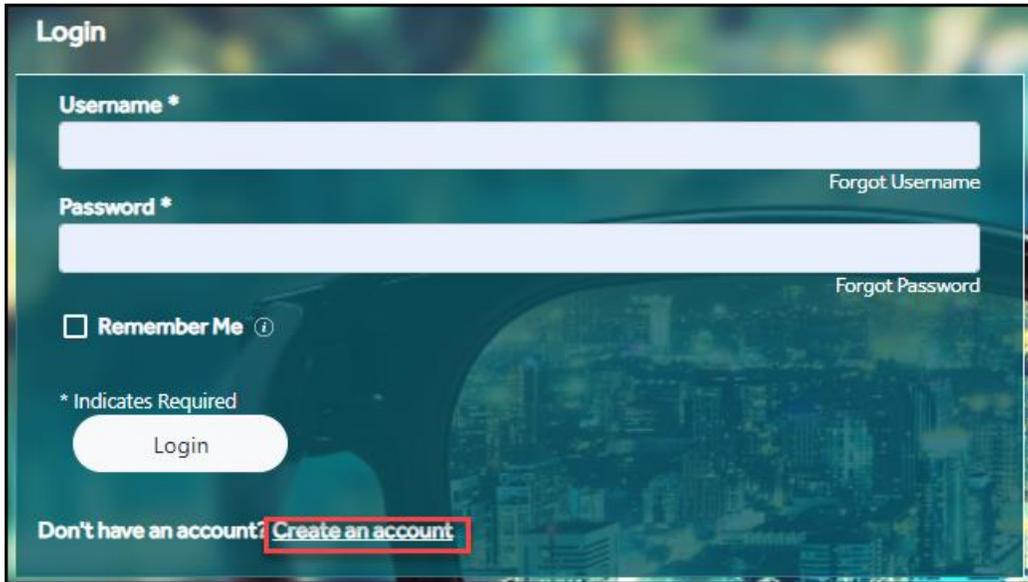


Figure 4. ECP Portal – Login Page

Tool tips help you complete these fields. Use your mouse to hover over a field for help.

3. Click the **Create an account** link to display the Create Account – My Organization fields. Begin by entering your organization information.

Figure 5. ECP Portal – Create Account – My Organization Fields

4. Complete these required fields and click **Next** to continue.
 - **Tax ID/Rendering NPI**
Enter the appropriate information based on your role.
 - **Office ID**
Enter your Versant Health Office ID in this field. Your Office ID can be found in your Versant Health contract. This is not your office telephone number.
Note: If you have more than one Versant Health affiliation, enter either your Davis Vision ID or Superior Vision ID. Your default location will be set based on this entry, but you can select other locations associated with your Office ID.
 - **I am not a Robot**
Click this check box to indicate that you are not a robot.
When you click **Next**, the Create Account - My Information fields display.

Provider - Create Account

My Organization **2** My Information 3 Review/ Submit

First Name* M.I. Last Name*

Username* Password* Confirm Password*

Email Address* Confirm Email Address*

Access Code/Token Number ⓘ

The [Terms & Conditions](#) of Versant Health apply. Please review these and confirm your acceptance.

*Indicates Required

Cancel Back Next

Figure 6. ECP Portal – Create Account – My Information Fields

5. Complete the required fields with your personal identification and contact information. Most of these entries are required and self-explanatory.

- **First Name/Middle Name/Last Name**
Enter your name in the fields provided.
- **Username**
Enter a new username in this field.
Note: Do not use your old username and do not share your username with anyone else. This will help ensure that the portal remains secure.
- **Password/Confirm Password**
Enter the same password in each field. Passwords must be a minimum of eight characters, contain at least one uppercase and one lowercase character, and have at least one special character in them to be validated.
Note: These Username and Password entries will become your new login credentials, so it is important to remember them.

- **Email Address/Confirm Email Address**
Enter the same valid email address in each field.
- **Access Code/Token Number**
The entry in this field determines the type of user rights you have. Office Administrators are the users responsible for managing the portal access of the office staff.
Note: The access code is in your contract amendment, which was sent via email from dse@docusign.net.

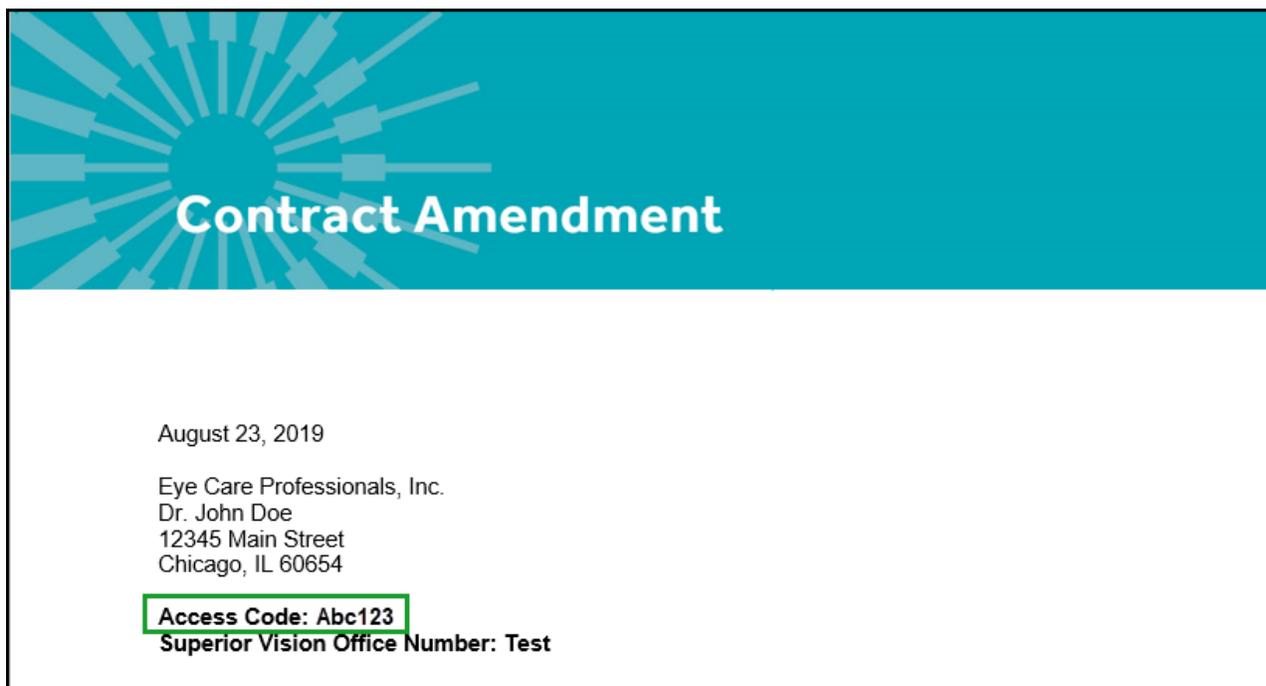


Figure 7. ECP Contract – Find “Token Number (Access Code)”

- **If you are an Office Staff member**, leave this field blank.
 - **If you are an Office Administrator**, enter the **Access Code** from the office contract amendment in this field.
See [Working with user accounts \(office administrators\)](#) for more about the Office Administrator role.
6. When you have completed these entries, click the **Terms & Conditions** link and review the terms and conditions for using the new portal. When you have completed this review, scroll to the bottom of the page and click **Accept and Continue**. This selects the Terms and Conditions check box.
 7. Click **Next** to continue to the Review / Submit page.

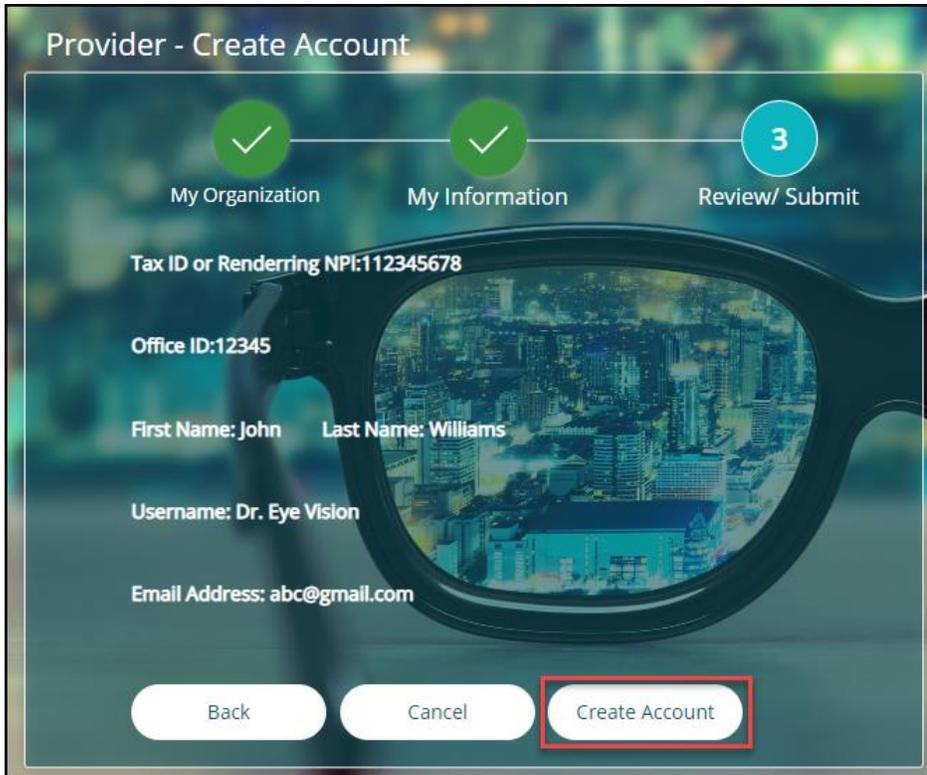


Figure 8. ECP Portal – Create Account – Review / Submit Page

8. Verify your entries to ensure accuracy.

To change an entry, click the **Back** button to return to an earlier page. Edit the fields you want to correct and click **Next** until you return to this page.

Note: You can cancel these entries by clicking the **Cancel** button.

9. To create the new account based on your entries, click **Create Account**. A confirmation message displays.

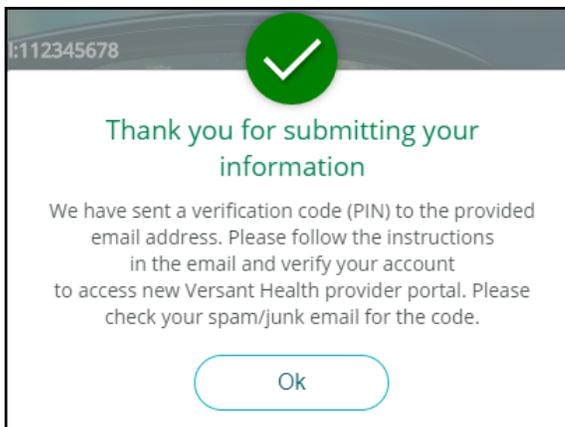


Figure 9. ECP Portal – Account Creation Confirmation Message

10. Click **OK** and check your email account to find the verification code message for your account. It looks like this:

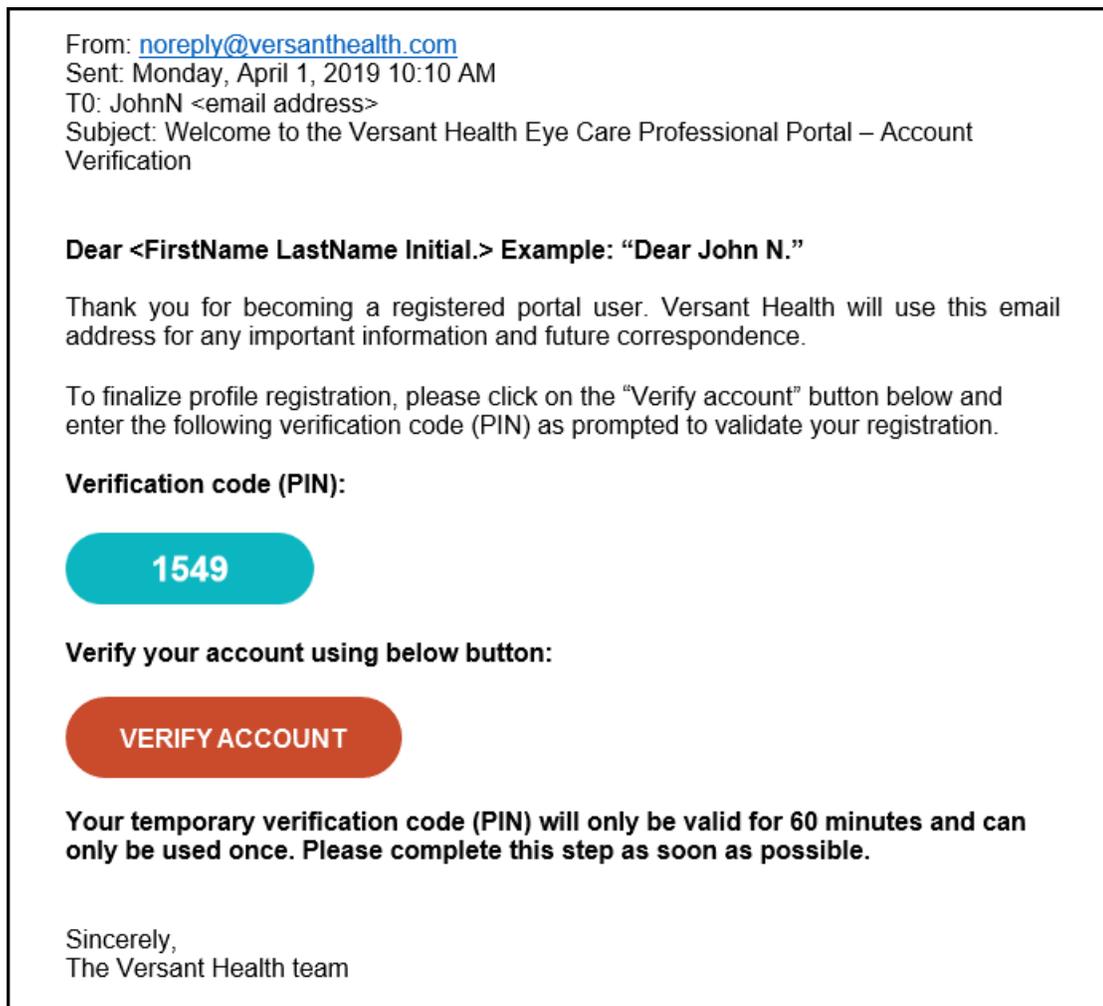


Figure 10. ECP Portal – Email Verification Code

IMPORTANT: Your Verification code (PIN) is only valid for one hour. The **Verify Account** button is only valid for 96 hours.

11. In the verification email message, click the **Verify Account** button to return to the Account Verification code page.
Note: If you do not complete this process within 60 minutes, follow the instructions in [Resending your account verification code](#) to get help.
12. Complete the fields in the Account Verification page to verify your account:

Account verification (check your email)

Please enter the verification code (PIN) from the email that was sent to your account's primary email address. You may need to check your spam folder.

Username: Password: * Verification code (PIN): * [Resend Code](#)

* Indicates Required

Figure 11. ECP Portal – Account Verification Fields

- **Password**
Enter the password you use to access the portal in this field.
- **Verification Code**
Enter the PIN number from your email.

13. Click **Submit**. A confirmation message displays.

14. Click **OK** to see the Home page.

15. **Note:** You may see alerts on the Dashboard page if it requires your attention. If prompted, please follow instructions in the Alert.

Verify demographic information

To meet CMS mandate, please verify below demographic details for your office. Click "Acknowledge" if below information is correct, or click "Edit" to update the information, if the office details have changed..

Provider Name <input type="text" value="OD"/>	DBA Name <input type="text"/>	Practitioner Name <input type="text"/>	Practitioner * NPI <input type="text"/>	Practitioner Medicaid Number <input type="text"/>
Provider Office Address <input type="text" value="UT 84020"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
Office NPI <input type="text"/>	Office Medicaid Number <input type="text"/>	Office Email Address <input type="text"/>	<input type="text"/>	<input type="text"/>
Pediatric Patients No	Age range 0	Ability to treat special needs Yes	<input type="text"/>	<input type="text"/>
a) Medical No	b) Physical No	c) Psychological No	<input type="text"/>	<input type="text"/>
Office hours Mon - N/A	Tue - N/A	Wed - N/A	<input type="text"/>	<input type="text"/>
Thu - N/A	Fri - N/A	Sat - N/A	<input type="text"/>	<input type="text"/>
Sun - N/A			<input type="text"/>	<input type="text"/>

Figure 12. ECP Portal – Verify demographic Information

This page displays the NPI and Medicaid information that the

portal current has associated with your office.

Important: This information must be verified every 120 days (once a quarter) by someone in your office. This ensures that you are compliant with CMS directives.

16. Review this page and continue based on the conditions:

- If this data is correct, click **Acknowledge** to continue.
- If this data is not correct, click **Edit**. An update page displays where you can make the changes needed to update your demographic records. Click **Save** to return to the Verify demographic information page and click **Acknowledge** to continue.

After you click **Acknowledge**, an Attention required box displays. If there are still tasks for you to complete, those notes display in this message. The entries in this box are custom to your circumstances.

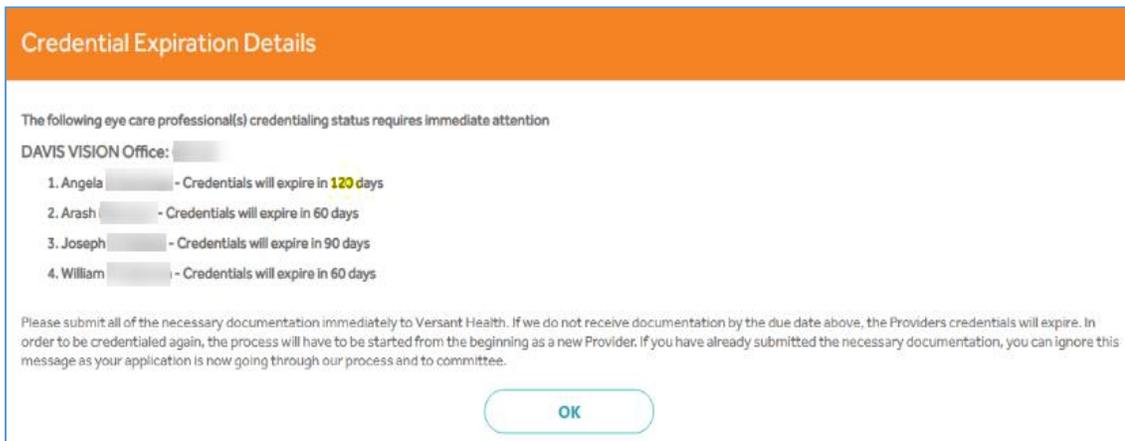


Figure 13. ECP Portal – Credential Expiration Message

17. Click **OK** in the Alert to continue.

The Portal Dashboard displays and you are logged into the portal.

Note for Office Administrators: At some point, it is a good idea to validate the user accounts associated with your office ID.

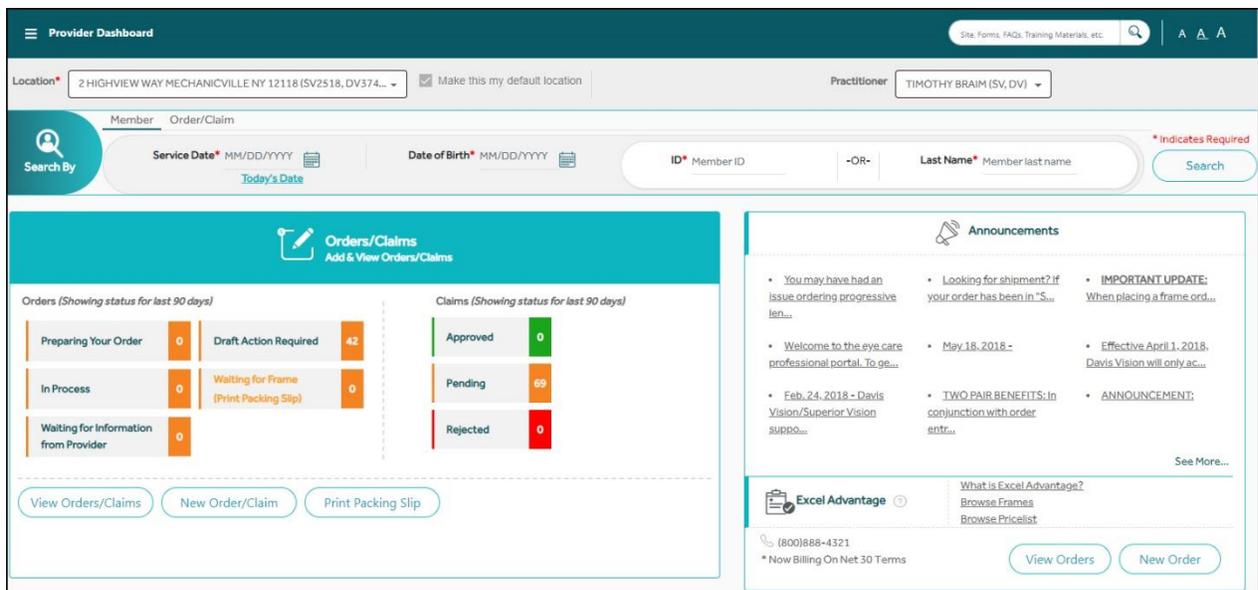


Figure 14. ECP Portal – Portal Dashboard

From here, you can:

- Set up your lab accounts as described in [Creating or choosing a possible lab account](#). This is required to identify the labs you will use to place orders.
Note: This process is not required for ECPs who provide their own lab materials (DDOLs).
- Select a default office location from the **Location** drop down list on the Portal Dashboard.
- Review alerts that apply to benefits or your portal account
Office Administrator Note: Please perform a user access review as discussed in [Conducting your user access review](#) to ensure the portal site is secure.
- Learn more about the Portal Dashboard, see [Reviewing the Portal Dashboard](#).

Resending your account verification code

If you do not receive your first verification email or you do not complete this process within one hour, no problem. Use the instructions below to ensure that the portal sends you a new code.

You must complete this process promptly though, because both the PIN number and the Verify Account link expire. If you have not entered the

verification code within 60 minutes, the PIN number in the email expires. If you do not click the Account Verification link within 96 hours, this link also expires.

Account verification (check your email)

Please enter the verification code (PIN) from the email that was sent to your account's primary email address. You may need to check your spam folder.

Username: Password: * Verification code (PIN): *

nik@123 Enter password Enter <number of digits> digit verification code Resend Code

* Indicates Required

Submit

Figure 15. ECP Portal – Account Verification Fields

To prompt the portal to send a new account verification code:

1. Review the username, password, and email address to verify your account information. If these entries are not accurate, it might explain why you did not receive your account verification code.
2. In the Account Verification box, click **Resend code**.
The Confirm email address message displays.
3. In the **Password** field, enter the password associated with your ECP Portal username. This information is required.
4. Click **Send**.

Note: If you enter an email address that the portal does not recognize or it is formatted incorrectly, an error displays.

When the portal validates your email address, this confirmation message displays:

Thank you for submitting your information. We have sent a verification code (PIN) to the provided email address. Please follow the instructions in the email and verify your account to access new Versant Health provider portal. Please check your spam/junk email for the code.

5. Click **OK** to close the confirmation message and check your email account for the verification code.
6. Then, return to [step 11](#) in [Logging into the portal for the first time](#) to complete the account verification process.

Still having trouble logging in?

The system allows you five login attempts to access the ECP Portal and the system provides helpful prompts to support you in completing this process. The portal also lets you [reset your password](#) and [your username](#) if you are not sure of those entries. It is important that we get this right to ensure security for all users who login and for all patients you see through this website!

If you try to complete the account verification process after 96 hours, the portal explains that your link has expired and prompts you to complete the following process:

1. Return to the account verification email you received and click the **Verify Account** button. A message explains that the link has expired and you are prompted to complete new credentials.
2. Enter your office's Tax ID or Rendering NPI in the fields provided.
3. Enter your Office ID from your ECP contract.
Note: This is not your office phone number, but the number that has been assigned to your office in your Versant Health contract.
After the system validates these entries, the system prompts you to create a new password.
4. Enter a new password in the fields provided that will be associated with these office credentials.
Passwords must be a minimum of eight characters, contain at least one uppercase and one lowercase character, and have at least one special character in them to be valid.
5. Submit the new password to prompt the portal to send you a new verification code (via the email address you verified).
6. Follow the instructions in [step 11](#) in [Logging into the portal for the first time](#) to complete the account verification process.

Logging into the new portal (after creating a profile)

When you have created your new profile and completed your lab registration, you can use the log-in fields to access the Eye Care Professional Portal.

1. Follow the Versant Health Eye Care Professional Portal [link](#).
The ECP Portal Login fields display.

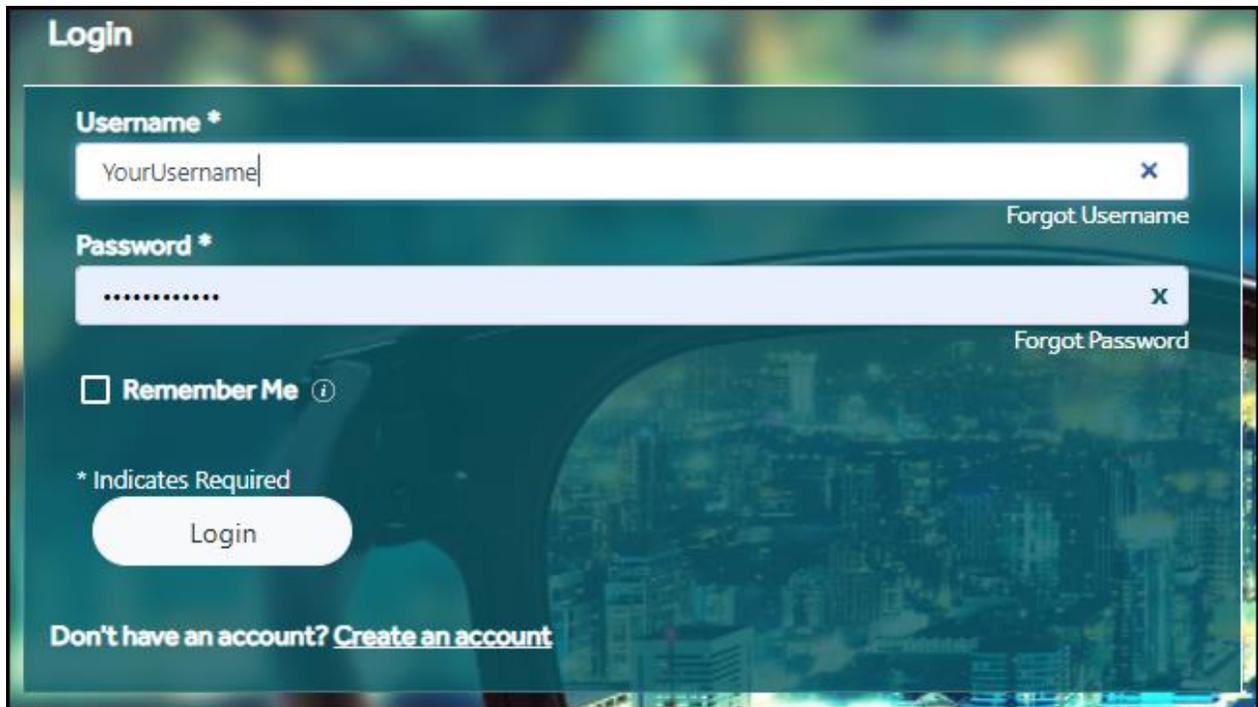


Figure 16. ECP Portal – Login Page

2. Enter your new username and password in the fields provided.
Note: If you have forgotten your username or password, follow the instructions in [Forgotten your username?](#) or [Forgotten your password?](#)
Optional: Click the **Remember Me** check box to prefill the **Username** field every time you log in.
3. Click **Login** to display the Portal Dashboard.

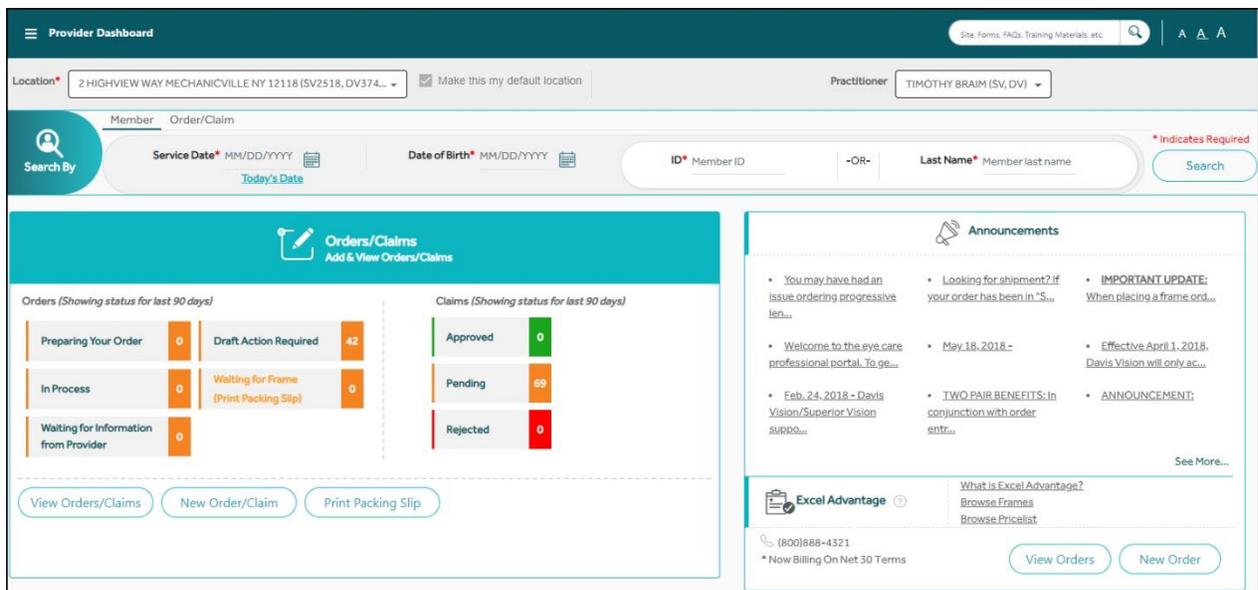


Figure 17. ECP Portal – Portal Dashboard (Davis Vision)

The records that display on the Portal Dashboard are specific to the orders and claims completed by the selected Eye Care Professional over the last 90 days. When the **Practitioner** field is empty, all of the orders and claims applicable to the office location display in the Orders/Claims section.

The Portal Dashboard options that display depend upon whether you logged in as a Davis Vision or Superior Vision eye care professional. The options that display on your dashboard are customized to your needs. For example, the Excel Advantage option is only available when you log in as a Davis Vision eye care professional and only if you have an existing Excel Advantage account.

From here on, features that apply only to Davis Vision or Superior Vision eye care professionals will be stated specifically. If there is no specific statement, the feature works the same way for all Versant Health portal users. To learn more about the Portal Dashboard, see [Reviewing the Portal Dashboard](#).

Forgotten your username?

If you come to the Login page and you cannot remember your login credentials, use these instructions to retrieve your username.

Note: If there is more than one username associated with your email address, you need to select a username from the masked username list.

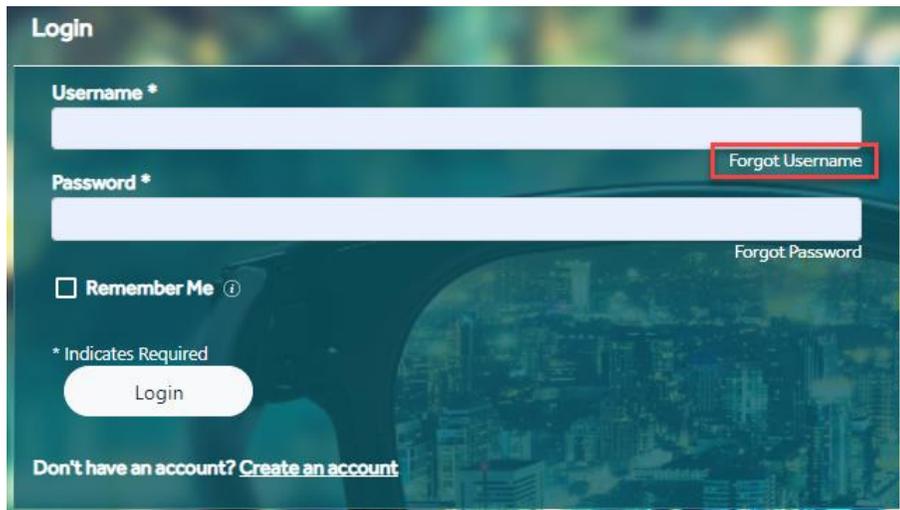


Figure 18. ECP Portal – Login Page - Forgot Username

1. From the Login page, click the **Forgot Username** link. The Forgot Username page displays.

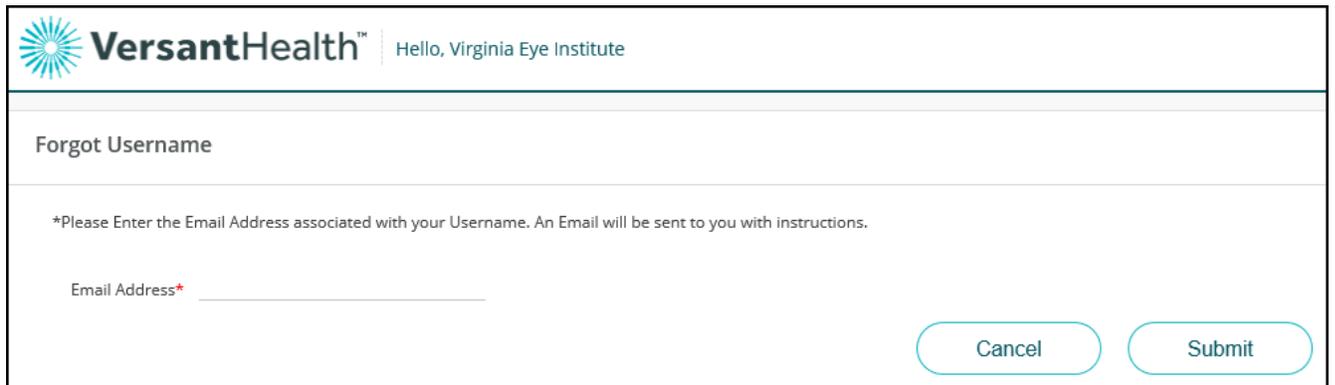


Figure 19. ECP Portal – Forgot Username Page

2. In the **Email Address** field, enter your email address and click **Submit**. You will receive an email with your username and a link to the portal in it with additional instructions for logging into the portal.

Forgotten your password?

If you cannot remember your password or if the portal has locked you out due to five unsuccessful log in attempts, you can use these instructions to create a new password and log into the ECP Portal:

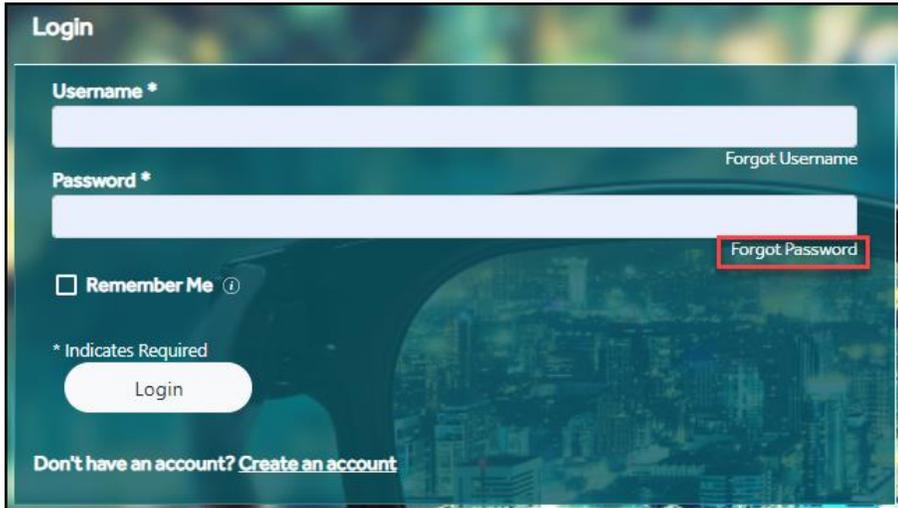


Figure 20. ECP Portal – Login Page - Forgot Password

1. From the Login page, click the **Forgot Password** link.
The Forgot Password page displays.

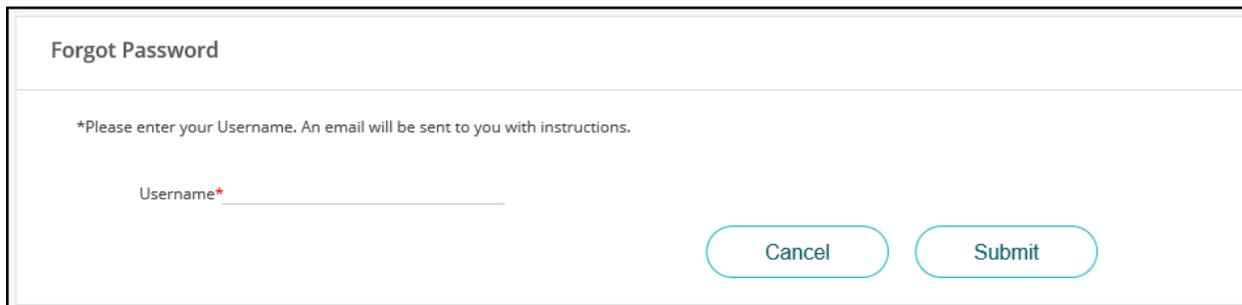


Figure 21. ECP Portal – Forgot Password Page

2. In the **Username** field, enter your username and click **Submit**.
You will receive an email with your username in it and additional instructions for logging into the Eye Care Professional Portal.
3. In the email message, click the **Reset your password** button to display the Reset password page.

Figure 22. ECP Portal – Provide Username, enter and confirm new password.

4. Complete the fields on this page:

- **Username**
In this field, enter your username.
- **New Password and Confirm Password**
In these fields, enter your new password.

Tip: Passwords must be a minimum of eight characters, contain at least one uppercase and one lowercase character, and have at least one special character in them to be validated.

5. Click **Submit**.

The portal sends an email to the address associated with the username with a log in button that prompts you to log in again.

Note: If you are locked out of your account and you use the Forgot Password functionality to re-activate your account, this final message displays:

*Your password has been successfully saved. Click **OK** to access the portal.*

What if I have work to finish on the legacy portal?

If you are a Superior Vision Eye Care Professional, you have up to a year to submit new claims on the ECP Portal for service work you performed before your ECP start date. See [Beginning a claim or order](#) and then [Submitting a service-only claim](#) to enter claims for services you performed before your ECP Portal start date.

If you are a Davis Vision Eye Care Professional, and you want to complete orders on your legacy portal, follow the instructions in [Logging](#)

[into the legacy portal \(Davis Vision only\)](#) to complete that work. If you started an order or claim in the legacy portal and want to complete this work in the ECP Portal instead, follow the instructions in [Voiding open authorization\(s\) from a legacy portal](#) and create the new order or claim using the member's restored eligibility.

Completing orders on the legacy Davis Vision portal

You can still review the status of work or complete orders on the legacy Davis Vision Provider Portal if you need to. You must use your old credentials to log in as you did before.

If you started an order or claim in the legacy portal and want to process this work in the ECP Portal instead, follow the instructions in [Voiding open authorization\(s\) from a legacy portal](#) and create the new order or claim using the member's restored eligibilities.

To log into the legacy Davis Vision portal:

1. Create a bookmark on your current browser for the legacy [Davis Vision legacy portal address](#).
2. Click the legacy portal bookmark to display the login page.

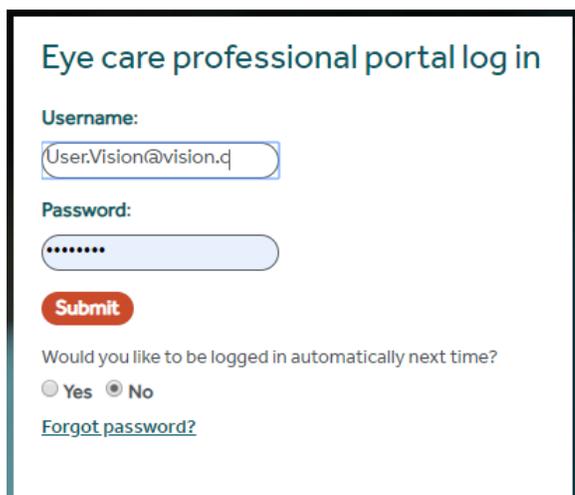


Figure 23. Davis Vision Legacy Portal – Login Page

3. In the **Username** and **Password** fields, enter your **old credentials** for accessing the legacy portal and click **Submit**.
This message displays:

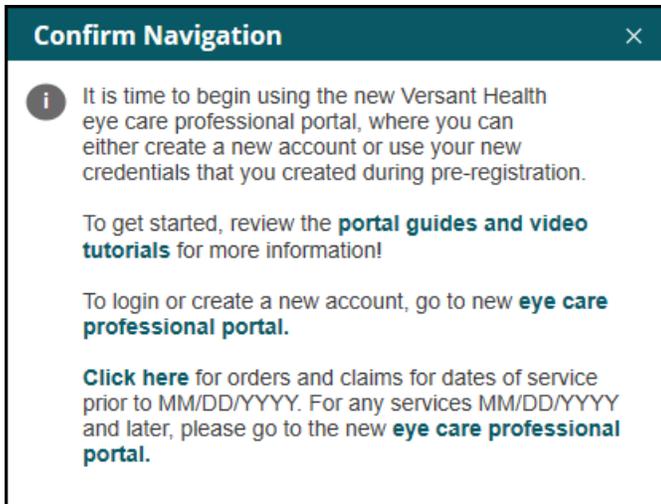


Figure 24. Confirm Navigation Portal Message

Note: The date in this message is your start on the ECP Portal.

4. Click the “**Click here**” link to access the Davis Vision Provider portal to complete your existing claims and orders.

Notes for ECPs with overlapping coverage

If your office has an existing relationship with both Davis Vision and Superior Vision, you can register with both Office IDs (separate logins) and display eligibility records from both companies in the ECP Portal.



Figure 25. ECP Portal – Portal Location with Overlapping Credentials

If you have opted out of the ECP Portal either on the Davis Vision or Superior Vision legacy portals, you will not see eligibility information for members for the company you opted out of.

The Portal also keeps track of the overlapping status of an ECP by office location, so if your Office ID (as listed in your contract, not your phone number) has a location that is either Davis Vision or Superior Vision only, those office locations will only be able to view member records of the location they have selected.

Notes for ECPs who provide their own materials (DDOLs)

This ECP Portal also works for ECPs who provide their own materials to Versant Health patients (**Doctors Doing Own Labwork**). Since you do not need access to the labs in the ECP Portal, the Portal Dashboard and the portal in general displays claim-specific data only.

Note: Your DDOL status is tied to your office location.

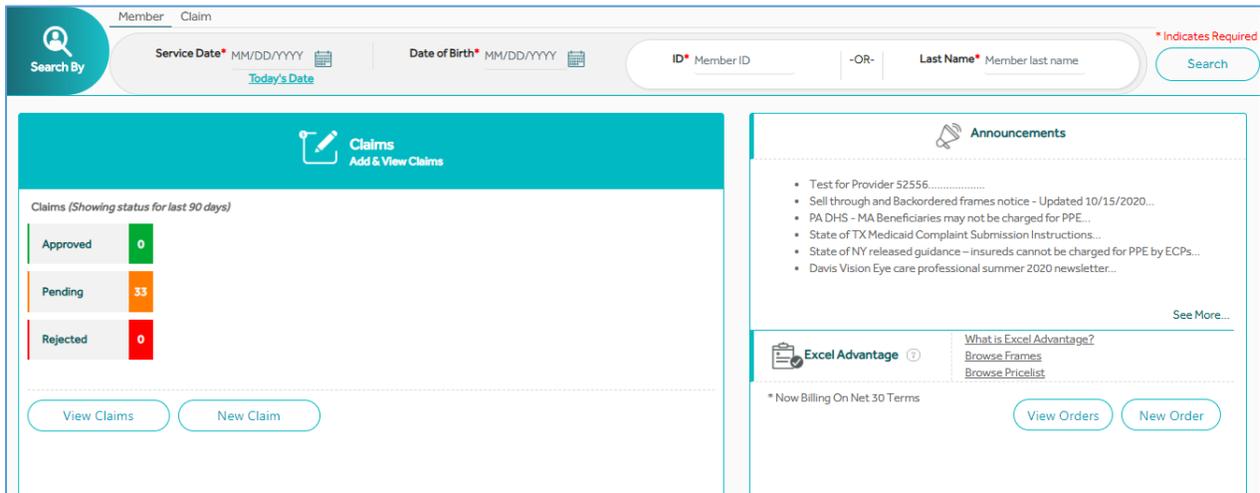


Figure 26. ECP Portal – Portal Dashboard (DDOL View)

Your view of the ECP Portal is customized so you see claims-only data. Some of the pages and menu options we show here will be different from what you see when you use the portal. For example, the Claims History page displays only the claim records of the selected Practitioner.

Claims History (Submitted via Versant Portal)		Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims			Refresh
Filter Date Range Last 90 Days		Claims history (Claims - Last 4 years of history) <input type="text" value="Search..."/>			
Member Information		Claims Summary			
Member Info	Provider Details	Claim Number	Claim Status	Action	
		11/17/2020	PENDING 11/17/2020	✕	
		11/17/2020	PENDING 11/17/2020	✕	
		10393484 11/17/2020	PENDING 11/17/2020	✕	
		10395483 11/17/2020	PENDING 11/17/2020	✕	
			Draft Action Required	✕	

Figure 27. ECP Portal – Claims History (DDOL)

Your view of the data and your order/claim placement capabilities may change, based on the **Location** drop-down field option you select in the Portal Dashboard. So, if you work in more than one office and one office has order capabilities and the other does not, the claim and order options in you have in the portal may change based on your location choice.

Further, if there are multiple Office IDs for the same location, and one office ID allows ordering and the other is DDOL, a pop up message displays to allow you to specify the office ID to use to submit your claim. In general, you will follow the instructions for submitting claims using:

- [Beginning a claim or order](#)
- [Submitting a service-only claim](#)
- [Submitting a services and materials claim \(DDOL\)](#)
- [Submitting a contact lens fitting and CL claim \(DDOL\)](#)
- [Finding a claim using the portal dashboard \(DDOL\)](#)

Managing your portal lab settings

Using this Portal, you have access to a network of labs across the country for commercial, Medicare, and Medicaid orders. The Versant Health Newtown Square (NTS) lab, which specializes in serving your Medicaid patients, is selected by default whenever you submit a Medicaid

order. The NTS lab is registered for you if you see Medicaid Patients and will display by default when you place Medicaid orders.

Creating or choosing a possible lab account

When you first log into the ECP Portal, you must add at least one lab to your new Versant Health portal profile. Registering your labs before your launch date allows you to submit orders right away when you begin using the Portal to fulfill your orders. Pre-registering ensures that the account is established and that your orders will go to the right office location under the appropriate account. Keep in mind that establishing a new lab account and adding it to your profile can take up to 48 hours to complete.

To create or choose a lab for your profile:

1. From the Portal Dashboard, click the **Hamburger** icon  to display the Dashboard menu options.

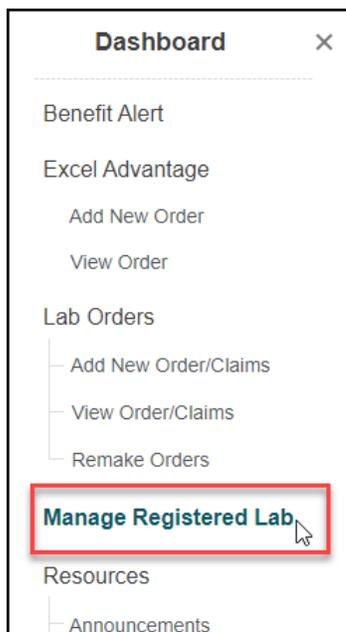


Figure 28. ECP Portal – Dashboard Options

2. Click the **Manage Registered Lab** option to display the list of labs registered to your office location and your personal portal profile. The Registered Labs/Accounts list displays.
Note: If you have no lab accounts, this list will be empty. DDOL ECPs will not see this option.

Provider Information

Office Name Vision Associates of Prospect	Tax ID 271406059	Office ID DV8603	Office Address: 60 WATERBURY RD, PROSPECT, CT, USA, 06712 Shipping Address: 60 WATERBURY RD, PROSPECT, CT, USA, ▼
---	----------------------------	----------------------------	--

***Note:** Pre-register the labs that are available beginning 5/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

Registered Labs/ Accounts

Note: Please Select Shipping Address above before registering each new Lab.

[Cancel](#) [Look up/Create lab account](#)

Account#	Lab Name	Accepting Orders	Address	City	State	Zip Code	Lab Phone No.	Registration Status
100471	VERSANT Elite Optical - Sacramento	Yes	9901 Horn Road	Sacramento	CA	95827	(800) 556-5502	Active Disable
101127	VERSANT Meridian San Diego - San Diego	Yes	9560 Ridgehaven Ct.	San Diego	CA	92123	(800) 532-3840	Active Disable
101128	VERSANT Meridian San Diego - San Diego	Yes	9560 Ridgehaven Ct.	San Diego	CA	92123	(800) 532-3840	Active Disable

Figure 29. ECP Portal – Lab Registration

- From the **Location** drop-down list, type the first few numbers of your five-digit Provider ID and the office address displays.
Note: This location option is usually set by default, based on the Office ID you registered with. You can choose a different location that uses the same Provider ID, if you need to, to register a lab for another office.
- To register a new lab, click the **Look up/Create lab account** button. The Link Possible Lab Accounts list displays.

Provider Information

Office Name Vision Associates of Prospect	Tax ID 271406059	Office ID DV8603	Office Address: 60 WATERBURY RD, PROSPECT, CT, USA, 06712 Shipping Address: 60 WATERBURY RD, PROSPECT, CT, USA, ▼
---	----------------------------	----------------------------	--

***Note:** Pre-register the labs that are available beginning 5/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

← Back | Link Possible Lab Accounts (Please validate account is yours before selecting. If you do not see your existing account please call Essilor CSR 1-866-679-5754.)

Note: Please Select Shipping Address above before registering each new Lab.

Select	Account#	Legal entity name	Account entity address	Lab Name	Address	Lab Phone Number
<input type="checkbox"/>	067763	MYEYEDR OPTOMETRY OF CONNECTICUT LLC	67 WATERBURY RD, PROSPECT, CT, 067121218	VERSANT Southern Optical - Greensboro	1909 N. Church Street, Greensboro, NC, 27405	(800) 888-8842
<input type="checkbox"/>	105663	MYEYEDR OPTOMETRY OF CONNECTICUT LLC	67 WATERBURY RD, PROSPECT, CT, 067121218	VERSANT Milroy Optical - Tampa	5067 Savarese Circle, Tampa, FL, 33634	(800) 366-2702
<input type="checkbox"/>	0000660231	UNITED VISION RESOURCES, LLC	60 WATERBURY RD, PROSPECT, CT, 067121250	VERSANT McLEOD OPTICAL - Warwick	50 Jefferson Park Rd., Warwick, RI, 02888	(401) 467-3000

[Submit](#)

[Create New Lab Account \(If you do not already have a lab account, click here to create one\)*.](#)

Figure 30. ECP Portal – Link Possible Lab Accounts List

Note: If you have no lab accounts, this list will be empty.

This is a list of possible lab accounts that may be associated with your office location. Please review the details of your current lab account and validate the account information against this list.

Also, validate account is yours to link the lab accounts with your Versant Health profile.

- Depending upon the lab you want to register with, do one of the following:
 - If the Link Possible Lab Accounts list contains the lab you want,** continue to the instructions in [Linking a possible lab account to your profile](#). You have completed this process.
 - If the Link Possible Lab Accounts list is empty or does not contain the lab you want,** continue to the next step.

Provider Information

Office Name Vision Associates of Prospect	Tax ID 271406059	Office ID DV8603	Office Address: 60 WATERBURY RD, PROSPECT, CT, USA, 06712 Shipping Address: 60 WATERBURY RD, PROSPECT, CT, USA, ▼
---	----------------------------	----------------------------	--

***Note:** Pre-register the labs that are available beginning 5/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

← Back | Link Possible Lab Accounts (Please validate account is yours before selecting. If you do not see your existing account please call Essilor CSR 1-866-679-5754.) ^

Note: Please Select Shipping Address above before registering each new Lab.

<input type="checkbox"/> Select i	Account#	Legal entity name	Account entity address	Lab Name	Address	Lab Phone Number
<input type="checkbox"/>	067763	MYEYEDR OPTOMETRY OF CONNECTICUT LLC	67 WATERBURY RD, PROSPECT, CT, 067121218	VERSANT Southern Optical - Greensboro	1909 N. Church Street, Greensboro, NC, 27405	(800) 888-8842
<input type="checkbox"/>	105663	MYEYEDR OPTOMETRY OF CONNECTICUT LLC	67 WATERBURY RD, PROSPECT, CT, 067121218	VERSANT Milroy Optical - Tampa	5067 Savarese Circle, Tampa, FL, 33634	(800) 366-2702
<input type="checkbox"/>	0000660231	UNITED VISION RESOURCES, LLC	60 WATERBURY RD, PROSPECT, CT, 067121250	VERSANT McLEOD OPTICAL - Warwick	50 Jefferson Park Rd., Warwick, RI, 02888	(401) 467-3000

[Submit](#)

[Create New Lab Account \(If you do not already have a lab account, click here to create one\)*.](#)

Figure 31. ECP Portal – Create New Lab Account Button Highlighted

6. Scroll down to the **Create new lab account** row and click anywhere on the row to display new lab locations. This process will walk you through creating a new account with one of these lab and linking the labs with your Versant Health profile.
7. Scroll through the list to find the lab you want to add to your profile. You can use the **Arrow** buttons at the bottom of the list to go to the next page or the last page to find the lab you are looking for. You can also type the page number you want to go to in the field beside the Page label.
8. When you find the lab you want to register, click the **Select** button to the left of it.

Provider Information

Office Name Vision Associates of Prospect	Tax ID 271406059	Office ID DV8603	Office Address: 60 WATERBURY RD, PROSPECT, CT, USA, 06712 Shipping Address: 60 WATERBURY RD, PROSPECT, CT, USA, ▼
---	----------------------------	----------------------------	--

***Note:** Pre-register the labs that are available beginning 5/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

← Back | [Link Possible Lab Accounts \(Please validate account is yours before selecting. If you do not see your existing account please call Essilor CSR 1-866-679-5754.\)](#)

Create New Lab Account (If you do not already have a lab account, click here to create one)*.

Note: Please Select Shipping Address above before registering each new Lab.

Select	Lab Name	Accepting Orders	Address	City	State	Zip Code	Lab Phone No.
<input type="radio"/>	VERSANT Plunkett - Fort.Smith	Yes	1705 N A Street	Fort Smith	AR	72901	(479) 783-2001
<input checked="" type="radio"/>	VERSANT Duffens Optical - Denver	Yes	2929 W. 9th Ave.	Denver	CO	80204	(800) 999-5367
<input type="radio"/>	VERSANT Precision Optical - East Hartford	Yes	351 Burnham St.	East Hartford	CT	6108	(860) 289-6023

Displaying 12 of 77

« Previous **1** 2 3 4 5 6 7 Next »

have read and I accept [Terms and Conditions](#) *

Figure 32. ECP Portal – Lab Registration – Create new lab account List

- Click **I have read and I accept the Terms & Conditions** check box. The Terms and Conditions document displays.

FCC@essilor.com | 1-800-816-8606 | Local customer service

ONLINE STATEMENTS

To continue the Essilor Labs commitment to the environment, statements will only be available online. Paper copies of monthly statements will no longer be mailed. Invoices will continue to be included with your order shipments. Any questions regarding this process should be directed to Finance Customer Care at FCC@essilorusa.com or 1-800-816-8606; or your local customer service branch.

I confirm that the accounts I have selected for use within the Superior Vision or Davis Vision program are existing accounts between BUYER and Essilor.

I confirm that I am the principle and/or owner of BUYER, and as such am empowered to authorize these accounts for use with the Superior Vision or Davis Vision program.

I confirm and authorize the selected account(s) to be used by Essilor in completion of Superior Vision or Davis Vision purchases, thereby obligating BUYER to pay for such purchases in accordance with the applicable terms and conditions.

By clicking "I Accept" you represent, agree and acknowledge as follows: (1) you have read, understand and agree to be bound by the Terms and Conditions (2) you have full authority to bind the business, entity and/or individual(s) indicated in your application to the Terms and Conditions, including the terms of the Personal Guaranty; and (3) you consent to the electronic exchange of information and approvals in this transaction and intend to be bound thereby.

Figure 33. ECP Portal – Lab Registration – Terms and Conditions

10. Select the appropriate check boxes and enter your name after you review the Terms and Conditions.
11. When you have completed your review, click the **Acknowledge** button at the bottom.
The Create New Lab Account page redisplay and a check mark shows in the **I have read and I accept the Terms and Conditions** check box.
12. Click **Submit** to continue.
A confirmation message displays.
Note: If you have selected a non-integrated lab, see [Choosing a Non-Integrated Lab](#) for more instructions.

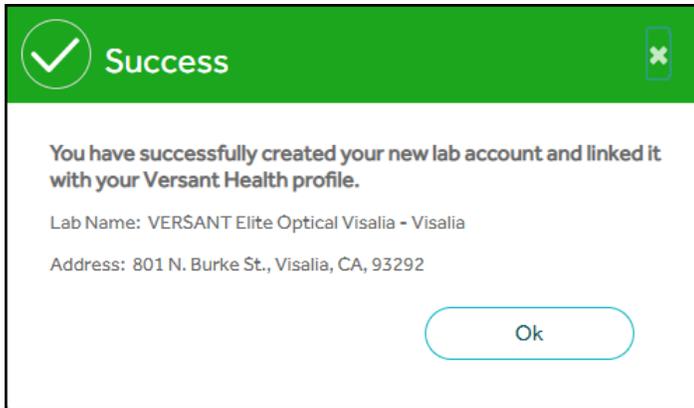


Figure 34. ECP Portal – Registration Confirmation Message

13. Click **OK** to confirm the selected lab’s registration.
- When the account request has been processed, the new lab registration entry displays in your Registered Lab Accounts list.

Provider Information

Office Name Timothy Braim OD	Tax ID 130443867	Office ID DV37414	Office Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, USA, 12118 Shipping Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, US
---------------------------------	---------------------	----------------------	--

***Note:** Pre-register the labs that are available beginning 7/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

Registered Labs/ Accounts

Note: Please Select Shipping Address above before registering each new Lab.

Account#	Lab Name	Accepting Orders	Address	City	State	Zip Code	Lab Phone No.	Registration Status
0000002017	VERSANT Precision Optical - East Hartford	Yes	351 Burnham St.	East Hartford	CT	06108	(860) 289-6023	Active Disable
2017	VERSANT Perferx Optical Co - Pittsfield	Yes	25 Downing Three	Pittsfield	MA	01201	(800) 649-2550	Activate Disabled
006599	VERSANT Winchester Optical - Elmira	Yes	1935 Lake Street	Elmira	NY	14901	(800) 847-9357	Active Disable
BRAIM	VERSANT Advance Optical - Rochester	Yes	37 Goodway Drive	Rochester	NY	14623	(800) 828-6331	Active Disable

Figure 35. ECP Portal – Registered Labs/Accounts List – Registration Status Highlighted

In this list there are two registration statuses:

- **Active** indicates that your office can currently place orders using this lab.

- **Disabled** indicates that your office is associated with this lab but the lab is not ready to accept your office's orders. You can activate an account when the Essilor registration process is complete.

Choosing a Non-Integrated Lab

If you choose a non-integrated lab, a prompt displays (see next figure). Please call the phone number in the prompt to complete your registration. [Here](#) is a current list of labs and phone numbers.

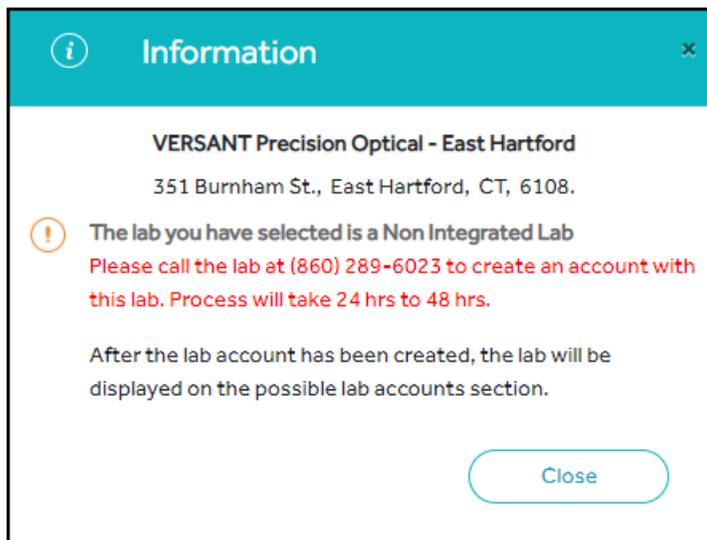


Figure 36. ECP Portal – Non-Integrated Lab Creation – Informational message

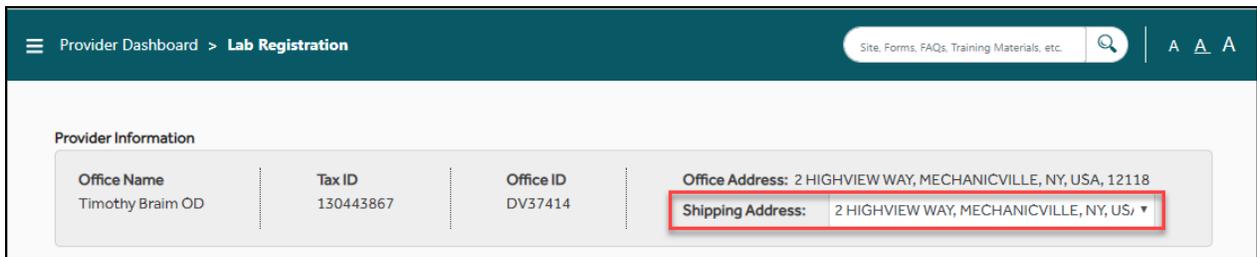
Your choice of lab is based on a lot of factors, including existing account relationships and proximity to your office. In general, after you complete a non-integrated lab registration, it takes 48 hours for your account to be integrated and then you can place orders easily.

Linking a possible lab account to your profile

If you have an existing account with Essilor (prior to becoming an Eye Care Professional Portal user), it makes sense to reach out to your existing Essilor lab to ensure a smooth integration of your account with the profile you are adding here.

To review and validate your current lab and add it to your profile:

1. From the Portal Dashboard, click the **Hamburger** icon  to display the Dashboard menu.
2. Choose the **Manage Registered Lab** option to display the Lab Registration page.



Provider Dashboard > Lab Registration

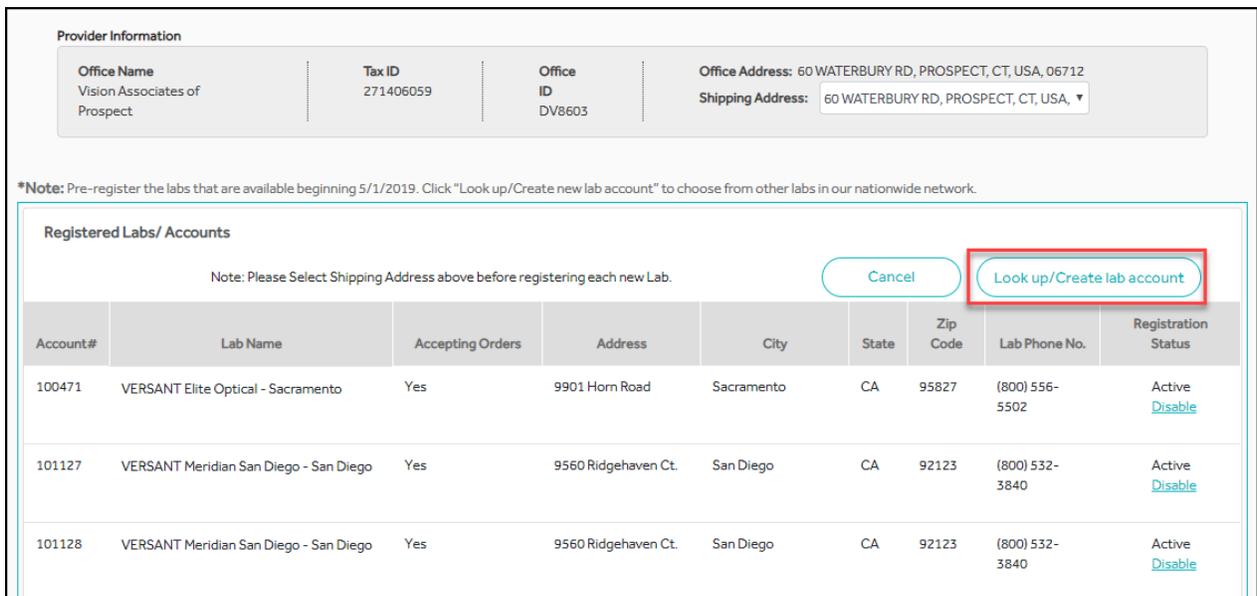
Site, Forms, FAQs, Training Materials, etc. 🔍

Provider Information

Office Name Timothy Brain OD	Tax ID 130443867	Office ID DV37414	Office Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, USA, 12118
			Shipping Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, US/ ▾

Figure 37. ECP Portal – Lab Registration Page – Location Drop-Down List

3. From the **Location** drop-down list, enter and choose your office location.
Note: If you have more than one office location, you can choose a custom set of labs for each location.



Provider Information

Office Name Vision Associates of Prospect	Tax ID 271406059	Office ID DV8603	Office Address: 60 WATERBURY RD, PROSPECT, CT, USA, 06712
			Shipping Address: 60 WATERBURY RD, PROSPECT, CT, USA, ▾

*Note: Pre-register the labs that are available beginning 5/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

Registered Labs/ Accounts

Note: Please Select Shipping Address above before registering each new Lab.

Cancel **Look up/Create lab account**

Account#	Lab Name	Accepting Orders	Address	City	State	Zip Code	Lab Phone No.	Registration Status
100471	VERSANT Elite Optical - Sacramento	Yes	9901 Horn Road	Sacramento	CA	95827	(800) 556-5502	Active Disable
101127	VERSANT Meridian San Diego - San Diego	Yes	9560 Ridgehaven Ct.	San Diego	CA	92123	(800) 532-3840	Active Disable
101128	VERSANT Meridian San Diego - San Diego	Yes	9560 Ridgehaven Ct.	San Diego	CA	92123	(800) 532-3840	Active Disable

Figure 38. ECP Portal – Portal Dashboard – Lab Registration

4. To add a lab, click the **Look up/Create lab account** button. The Possible Lab Accounts list displays. This is a list of the participating labs that can provide services to your location.

5. On the Link Possible Lab Accounts page, review the account information carefully and validate the **Office Name** and **account number** information. The information in the **Provider information** section must match your current Essilor account to prevent order issues in the future.

THIS STEP IS VERY IMPORTANT to ensure that you do not create a duplicate Essilor account.

6. From the Link Possible Lab Accounts list, find the lab that matches your probable Essilor lab account number, and click the **Select** check box beside it. This links the lab to your new profile.

Note: If you do not see your existing lab account, please find your **account number** and call Essilor CSRs at **1-866-679-5754**.

The screenshot displays the 'Link Possible Lab Accounts' page. At the top, there is a 'Provider Information' section with the following details:

Office Name Timothy Braim OD	Tax ID 130443867	Office ID DV37414	Office Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, USA, 12118 Shipping Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, US/ ▼
---------------------------------	---------------------	----------------------	---

Below this is a note: ***Note:** Pre-register the labs that are available beginning 7/1/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network.

The main section is titled 'Link Possible Lab Accounts (Please validate account is yours before selecting. If you do not see your existing account please call Essilor CSR 1-866-679-5754.)'. It includes a note: 'Note: Please Select Shipping Address above before registering each new Lab.' and a table with the following columns: 'Select', 'Account #', 'Legal entity name', 'Account entity address', 'Lab Name', 'Address', and 'Lab Phone Number'. The 'Select' checkbox is checked and highlighted with a red box. A 'Submit' button is also highlighted with a red box.

At the bottom, there is a link: 'Create New Lab Account (If you do not already have a lab account, click here to create one)'.

Figure 39. ECP Portal – Link Possible Lab Accounts Lists

7. Click the **Select** check box beside each lab you want to add to your profile.
8. Click **Submit** to confirm your selection. A confirmation message displays.

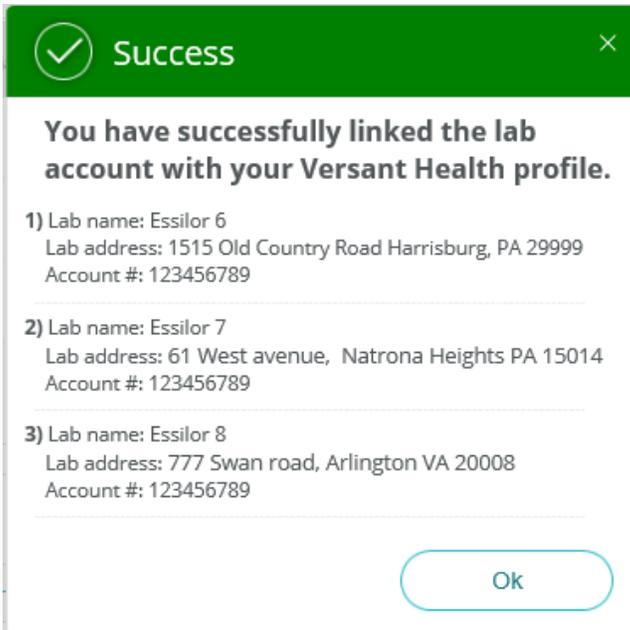


Figure 40. ECP Portal – Link Possible Lab Account Confirmation Message

9. Click **OK** to add the lab(s) you selected to the Link Possible Lab Accounts list.

When the account request has been processed, the new lab registration entry will display in your Link Possible Lab Accounts list, with an **Active** registration status.

Reviewing the portal dashboard

The records that display on the Portal Dashboard are specific to the orders and claims completed by the selected Eye Care Professional over the last 90 days.

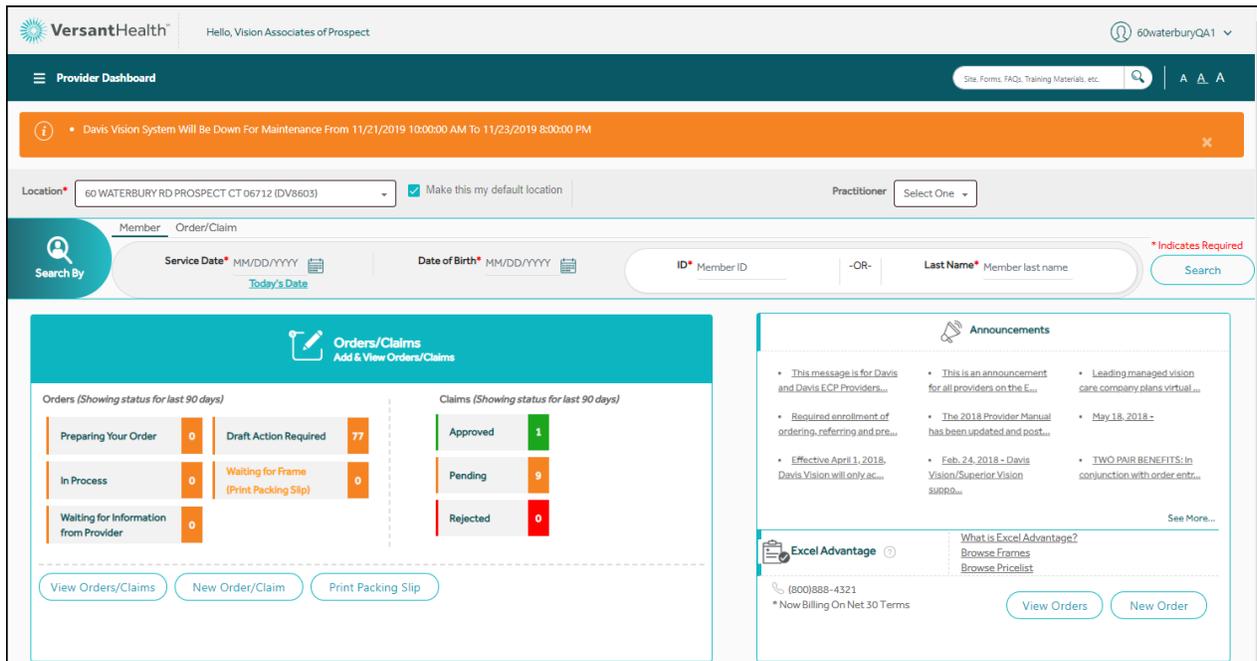


Figure 41. ECP Portal – Portal Dashboard (Davis Vision)

The Portal Dashboard options that display depend upon whether you logged in as a Davis Vision or Superior Vision Eye Care Professional. The options that display on your dashboard are customized to your needs. For example, the Excel Advantage option is only available when you log in as a Davis Vision Eye Care Professional and only if you have an existing Excel Advantage account.

From here on, features that apply only to Davis Vision or Superior Vision Eye Care Professionals will be stated specifically. If there is no specific statement, the feature works the same way for all Versant Health portal users.

Now that you have logged into the ECP Portal, you are ready to learn more about the portal process that you will use to place orders and submit claims.

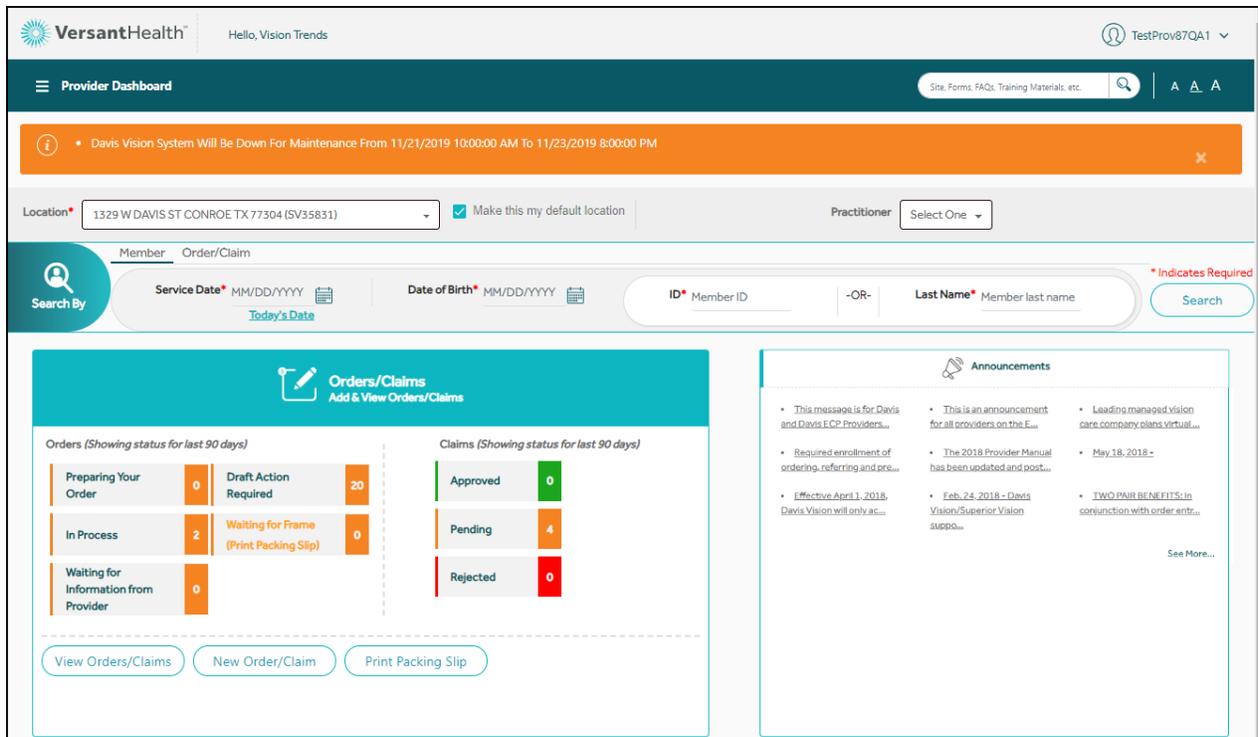


Figure 42. ECP Portal – Portal Dashboard (Superior Vision)

Note: The figure above shows the Superior Vision version of the ECP Portal, so the Excel Advantage box does not display. Everything else on the Dashboard applies to all users.

Let’s look at the interface up close to learn more about how to use it more effectively.

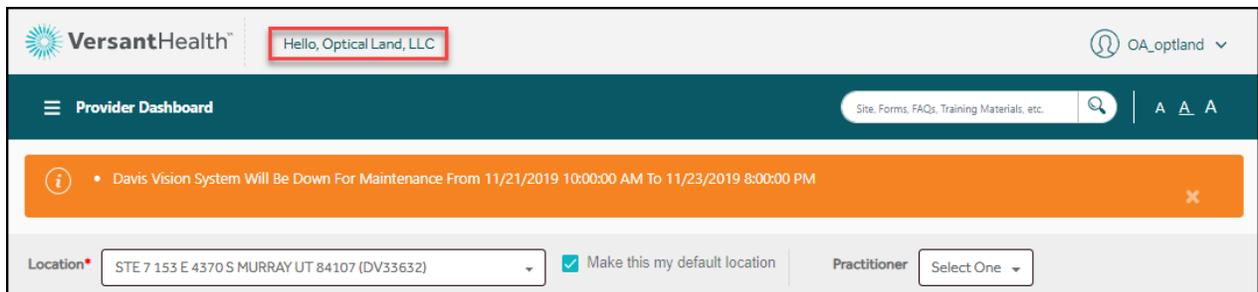


Figure 43. ECP Portal – Logo Banner with Office Name Highlighted

In the Logo banner, beside the Versant Health logo, the Office Name displays, which is based on the tax ID of the user who logs in. Each

office has a default location that needs to be registered with one or more labs, to ensure that the materials you order are shipped to the right place.

The Portal Dashboard banner has a **Hamburger** menu icon , which gives you access to the major features of the portal.



Figure 44. ECP Portal – Hamburger Icon

When you click the **Hamburger** icon, the Dashboard menu displays.

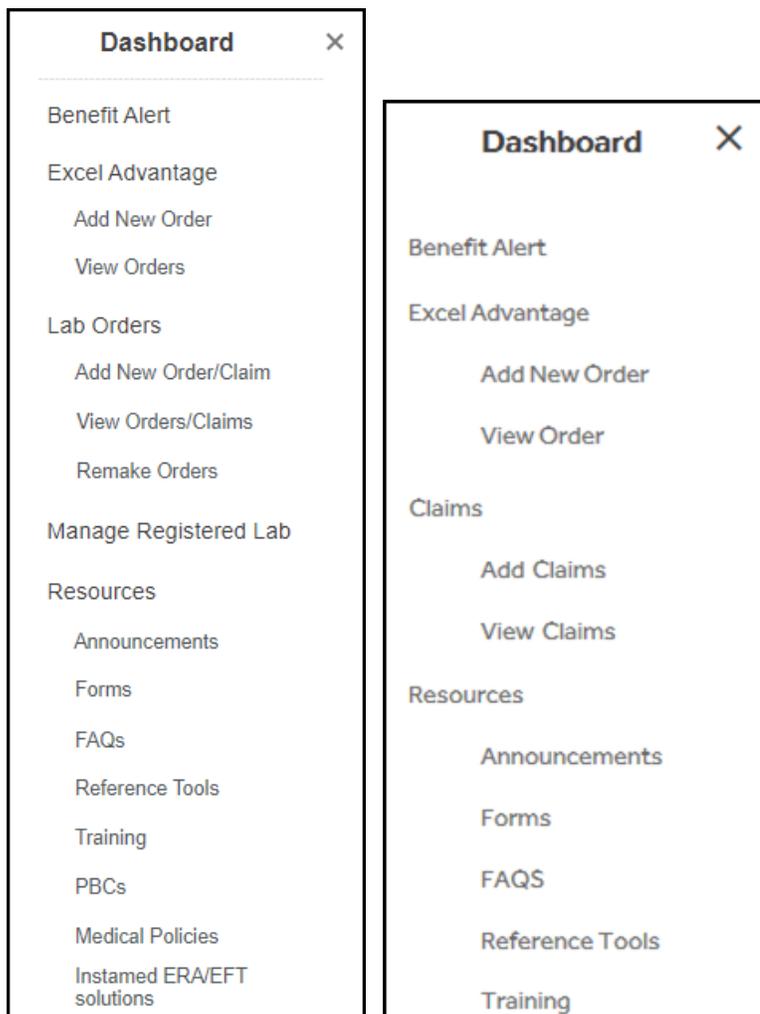


Figure 45. ECP Portal – Portal Menu – Order ECPs and DDOL ECPs

Note: For ECPs providing their own materials (DDOLs), the Dashboard menu on the right contains only claims-related options.

The Portal Dashboard also contains a **Site Search** bar, which allows you to search the entire portal for the information or features you are looking for.



Figure 46. ECP Portal – Dashboard Banner – Site Search Field

Note: You cannot search for patient, claim/order, or material information using this field. Instead, this field searches for resources, such as forms, training materials, FAQs, and medical policy information.

To use the **Site Search** bar, type the first few letters of the topic you want to search for and the options that match display in the list.

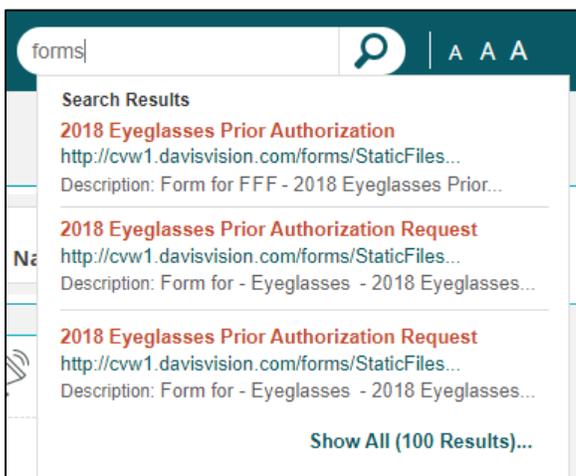


Figure 47. ECP Portal – Dashboard Banner – Site Search with Entries

You can also use the Dashboard banner to change the font size of the portal.



Figure 48. ECP Portal – Font Size Options

Click the larger letters to make the font size larger and click the smaller letters to shrink the font size used in the portal.



Figure 49. ECP Portal – Font Size Options with Larger Fonts

Below the dashboard, the **Alert/Notification Banner** shows the most important information that has changed since you last logged into the portal. This message changes frequently, perhaps even each time you log into the portal. Click the X in the banner message to close the alert.

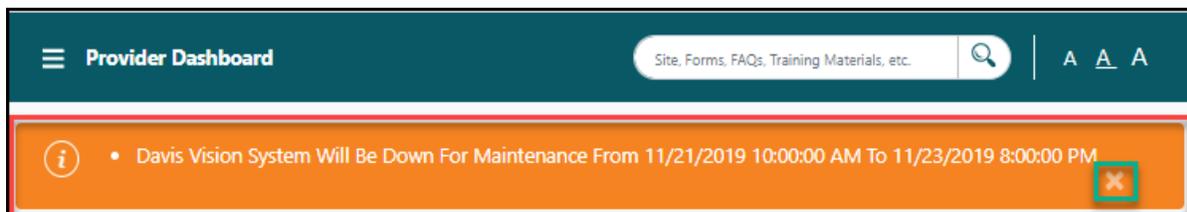


Figure 50. ECP Portal – Alert/Notification Banner with X Highlighted

The next section is the **Location** banner, where you identify the location of your office.

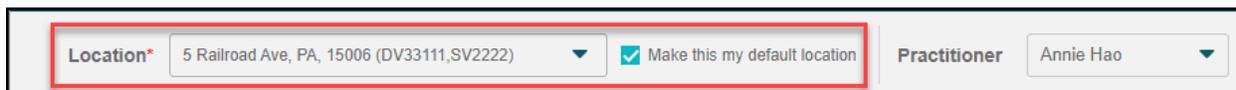


Figure 51. ECP Portal – Location Banner with Location boxes Highlighted

For some users, these options are selected by default, based on the login information and the tax ID number tied to the login account. For other users, this information changes based on the office they are working in that day. The **Location** address option you display in this drop-down list determines the registered (participating) labs you can choose from when you place an order. The **Make this my default location** check box can be useful in specifying your default location if you work in more than one office.

The **Practitioner** drop-down box allows you to search for records for a particular Eye Care Professional in the office. This box is optional, so if you want to search for all of the claims and orders for the location, do not select a name from the list.

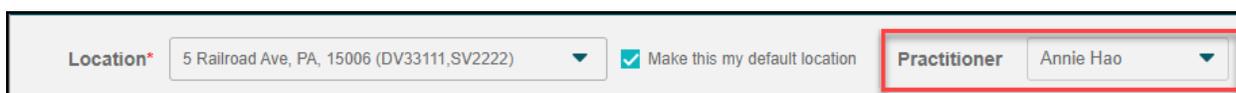


Figure 52. ECP Portal – Practitioner Drop-Down List Highlighted

If you select a new name from this list, the orders and claims that display reflect the in-network and out-of-network claims and orders of the new Eye Care Professional. Practitioners that display are the ones that have been submitted in the previous 90 days since joining the program. These

entries can be for in network claims and orders for the newly selected Eye Care Professional.

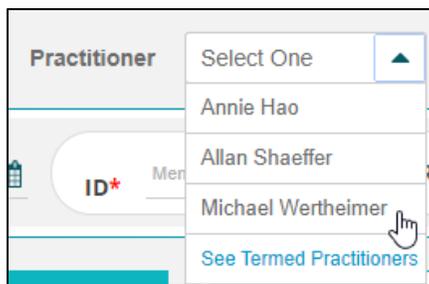


Figure 53. ECP Portal – Practitioner Drop-Down List with other Person Listed

You can also choose to **See** or **Hide** the order and claim records of Termed Practitioners, who are either no longer participating with the practice or with Versant Health. Records for Termed Practitioners are tied to the office location and remain in the system for 180 days after the Eye Care Professional’s term date. Termed Eye Care Professionals are hidden by default.

Below the Location and Practitioner options is the Member Search section.

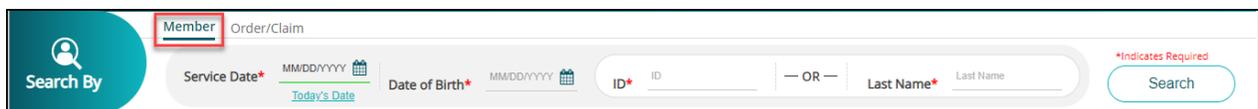


Figure 54. ECP Portal – Member Search Banner

These are the fields you use to search for a particular member to review his/her benefits, begin a claim or order, or to look up the member’s order history. The Member search fields display by default. This search process is covered in [Finding a member's eligibility information](#).

The Order/Claim search options allow you to search for a particular order or claim by number. To access these fields, click the **Order/Claim** link beside the Member Search link and enter the appropriate number in the required field. Then click **Search** to display the results.

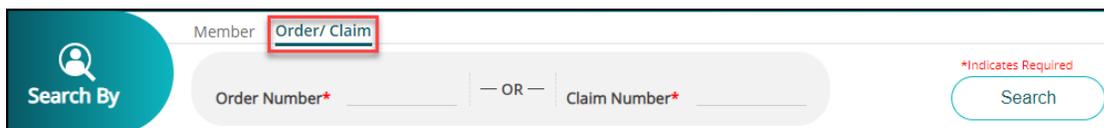


Figure 55. ECP Portal – Order/Claim Search Banner

Note: For DDOL ECPs who provide their own materials, this banner shows only the Member and Claim options. See [Finding a claim using the portal dashboard \(DDOL only\)](#) for custom search directions.

The next section displays the Order and Claim Summary records for the selected office.

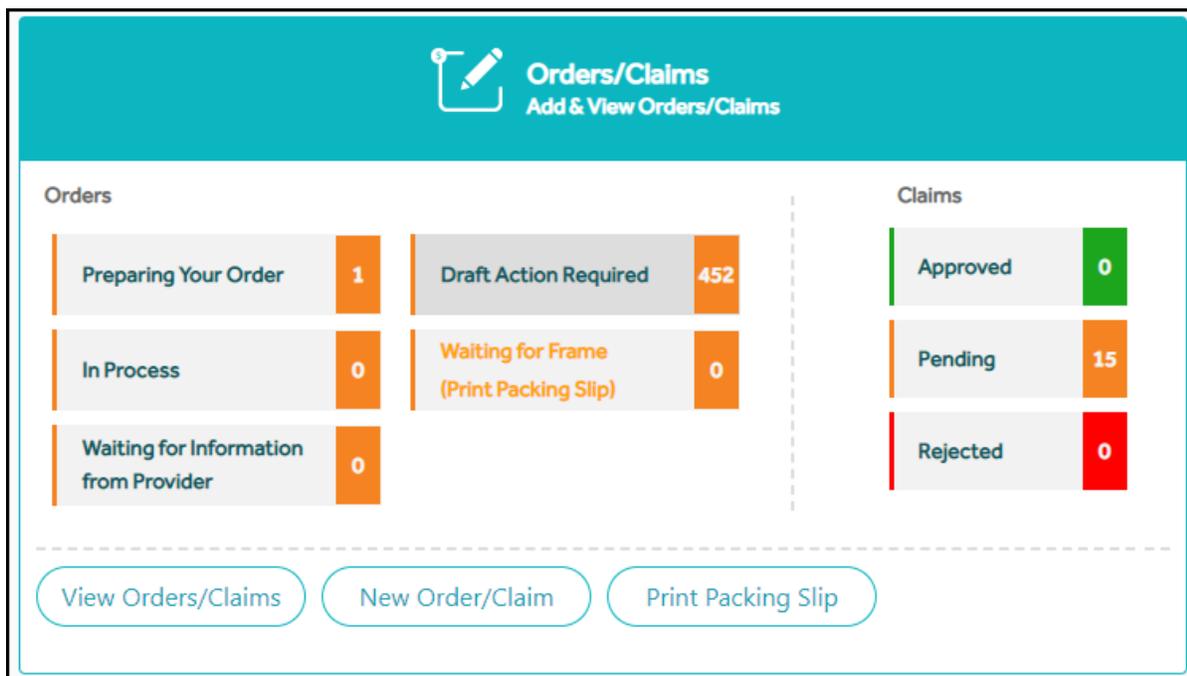


Figure 56. ECP Portal – Orders/Claims Overview Section in the Portal Dashboard

To restrict the list to just the orders and claims of a particular Eye Care Professional, choose the professional’s name from the **Practitioner** list.

- To begin a new order or claim, click the **New Order/Claim** button.
- To display a filtered list of orders that you are ready to print the packing slips for, click the **Print packing slip** button.
- To review a list of the open orders and claims of each status type, click the **View Orders/Claims** button. The Orders / Claims History page displays.

The Orders/Claims History page displays the orders and claims submitted by the selected office location. You can learn more about the Orders/Claims History page from [Finding the status of an order/claim](#).

Orders/Claims History (Submitted via Versant Portal)		Orders prior to 10/01/2020 (Davis Members only)	Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims	Refresh				
<p>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.</p>								
<p>Orders/Claims history (Claims - Last 4 years of history Orders - From 10/01/2020) Remake Indicators: ● Repair/Replace ● Warranty ● Redo Search...</p>								
Member Information		Claims Summary		Orders Summary			Order Status	Action
Member Info	Provider Details	Claim Number	Claim Status	PO/Order Number	Submitted On	Lab	Order Status	Action
PHUNG	KILGORE	11/18/2020	PENDING	B6686182BD834E6	11/18/2020	VERSANT Bristow Optical - Tucson	Order Received 11/25/2020	✗
DECESARE	KILGORE	11/18/2020	PENDING	4618046098AD40B	11/18/2020		Order Received 11/25/2020	✗

Figure 57. ECP Portal – Orders/Claims History Page

Note: For DDOL ECPs who provide their own materials, this list displays claims only; claims submitted in the last four years.

Claims History (Submitted via Versant Portal)		Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims	Refresh	
<p>Claims history (Claims - Last 4 years of history) Search...</p>				
Member Information		Claims Summary		
Member Info	Provider Details	Claim Number	Claim Status	Action
		11/17/2020	PENDING	✗
		11/17/2020	PENDING	✗
		10393484 11/17/2020	PENDING	✗
		10393483 11/17/2020	PENDING	✗
			Draft Action Required	✗

Figure 58. ECP Portal – Claims History (DDOL ECPs Only)

The Announcements section is next to the Order and Claim Summary.

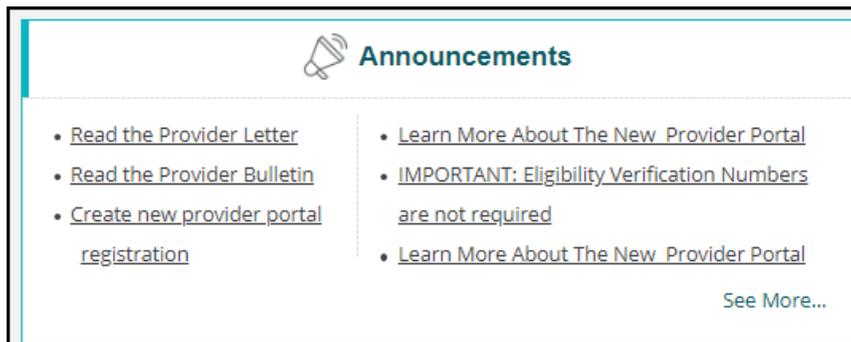


Figure 59. ECP Portal – Announcements Section

The Announcements section gives you quick access to news about the enhancements and upgrades we have made in portal functionality, so be sure to check it often! Click **See More** to access the **Resources** pages, where you can get forms, review frequently asked questions, get reference tools and ECP Portal training materials, review medical policies, and find information about signing up for EFT solutions with InstaMed.

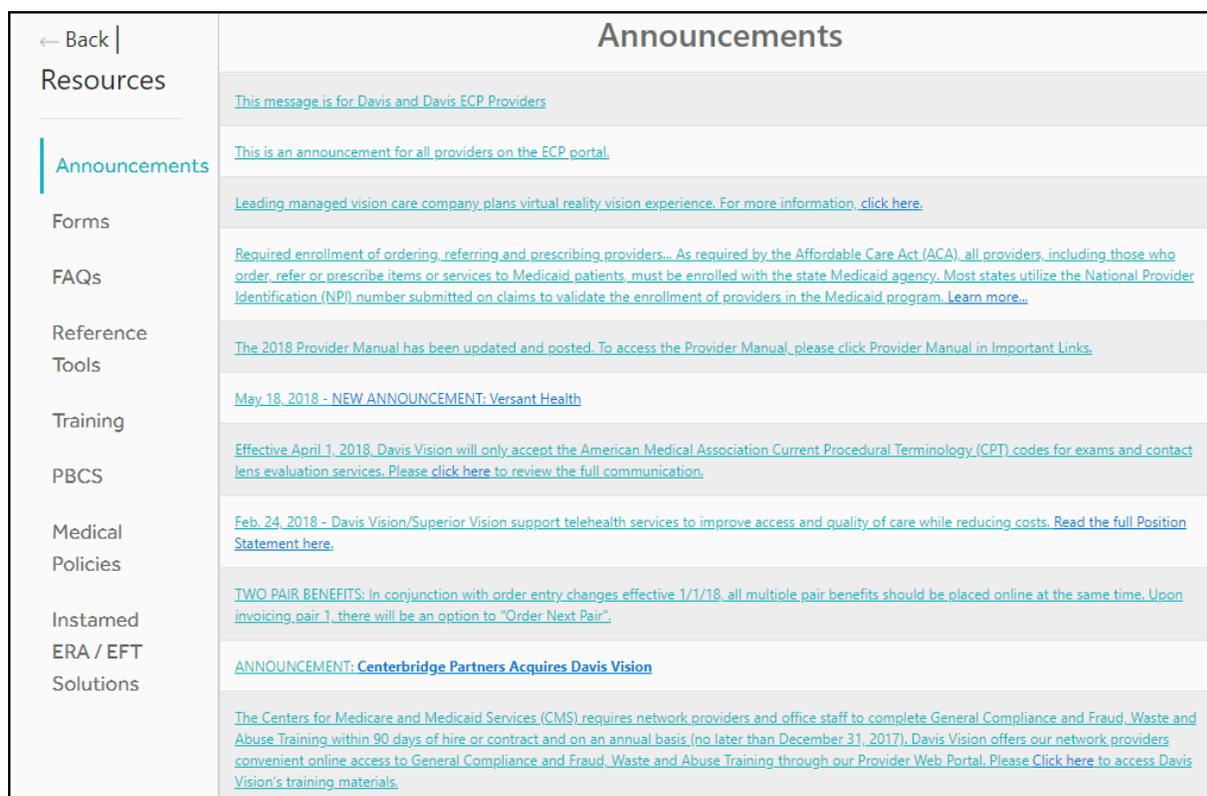


Figure 60. ECP Portal – Resources - Announcements Page

For Davis Vision Eye Care Professionals who have registered lab locations, there is also an **Excel Advantage** section, which allows eye care professionals to order Davis Vision Exclusive Collection frames in bulk at a discount.

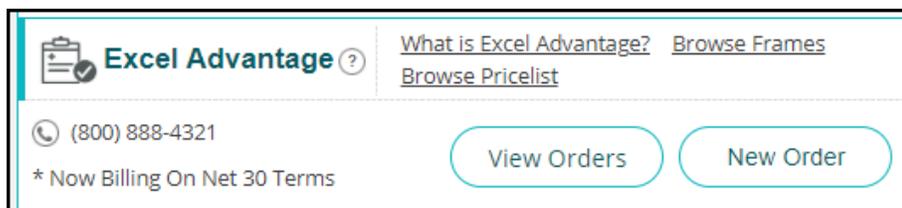


Figure 61. ECP Portal – Excel Advantage Section

From this section, you can view existing Excel Advantage orders you have placed, add a new order, or view frames and price lists.

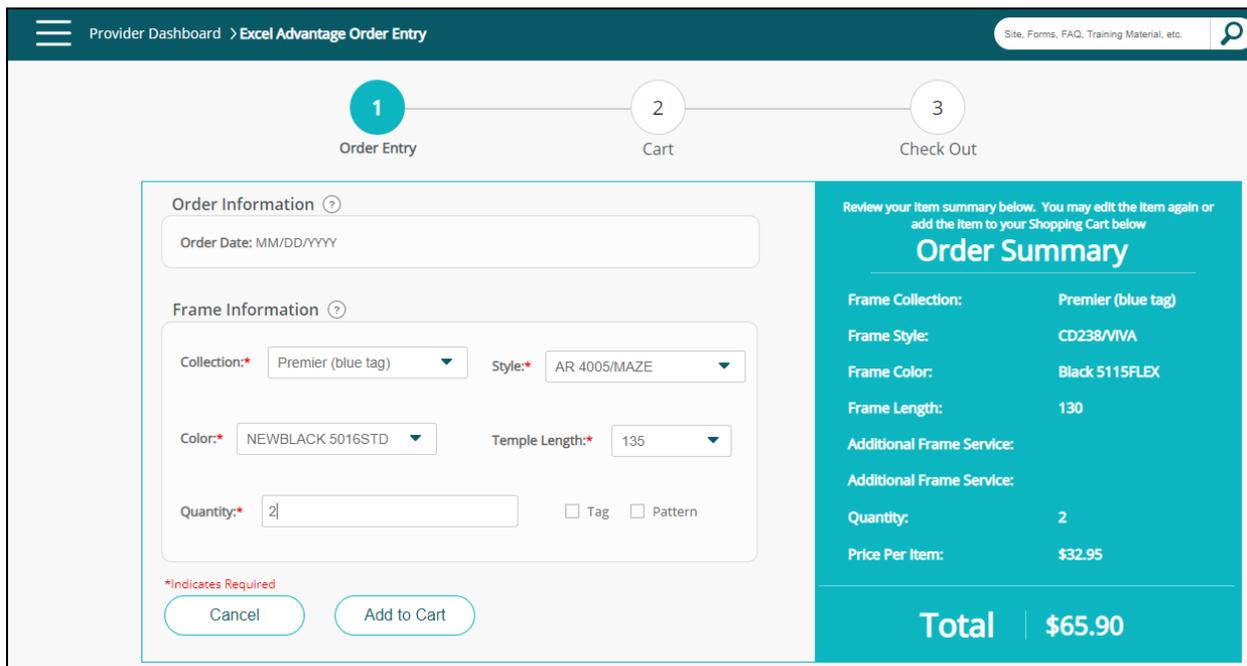


Figure 62. ECP Portal – New Excel Advantage Order

Understanding the portal alerts and notifications

At Versant Health, we are working on a variety of alerts to help you be productive in your use of the Eye Care Professional Portal. We will be releasing them as we perfect them for your use.

Currently, we have two portal alerts and notifications, which may make it easier for you to use the ECP Portal.

Portal Banner alerts, in general, display when you first log in and provide information about the status of the portal itself. You can find them just below the Portal Dashboard section and have an orange background. You can close the alert by clicking the **x** button in the alert box.

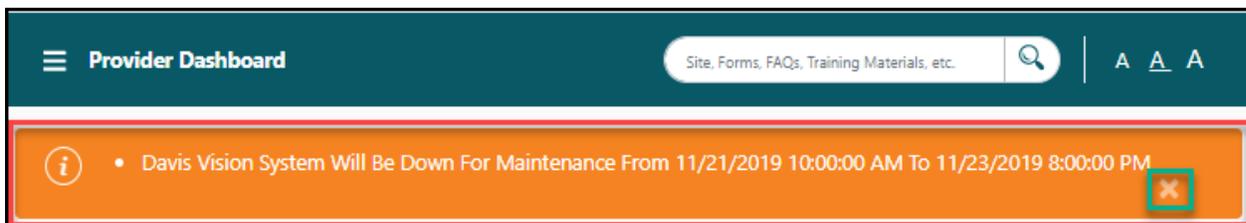


Figure 63. ECP Portal – Banner Alert

Overarching alerts display as pop up boxes when your Versant Health credentials are expiring to remind you to complete this paperwork. A message will display each time you log in that reads:

- *Your credentialing will expire in <number of days> days. Please call Versant Health Customer Service.*

You can close this message to continue to the portal site.

Setting your portal preferences

This section helps you manage your access to the portal and set up your portal lab accounts. Office Administrators can view and manage user accounts by office and can add new users when needed.

Reviewing and editing your profile

You can review your profile and make changes to it using the My Profile option in the Dashboard. Users of either role can edit their profiles. The entries on the My Profile page reflect the last saved entries for the account.

To review your ECP Portal profile:

1. Above the Dashboard, click the **Office Name** hyperlink to display menu options.

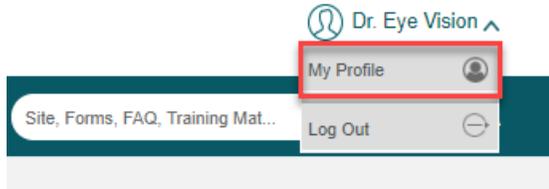


Figure 64. ECP Portal – Office Link – My Profile Option

2. Click the **My Profile** option to display the My Profile page.

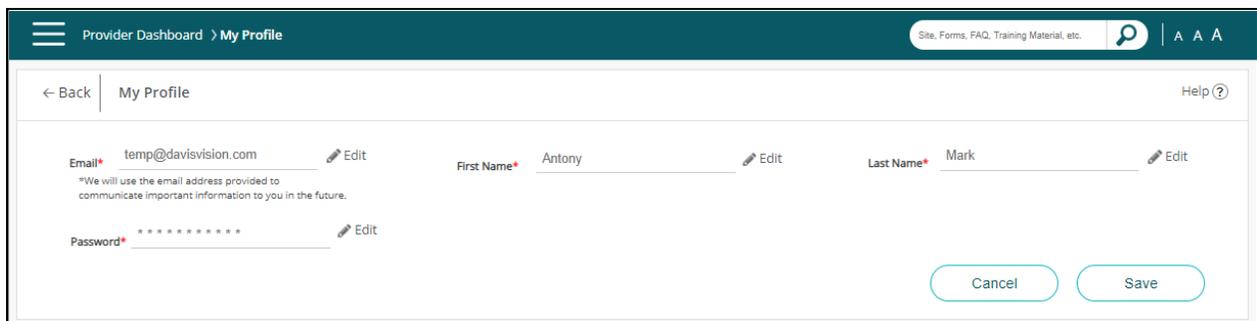


Figure 65. ECP Portal – My Profile Page

From here you can change your email address, name, and password. Fields with a red asterisk (*) require entries.

3. To edit your profile entries, click the **Edit** icon beside the field you want to change and type over the existing entry.
Note: When you edit your password, new fields display to allow you to enter your current password and the new password twice.
4. When you have completed your changes, click the **Save** button.
Note: If you changed your password, the portal will check to see if your password is valid. The password must be valid to save the profile.

When you change your email address and/or password, the portal sends a confirmation email to your old address with your username and your new email address in it. It also prompts you to log in again with your new credentials.

Working with user accounts (office administrators)

As an Office Administrator, you can view and manage the portal user accounts associated with your office. User records are set by **Location** field entry. Most frequently, Office Administrator tasks include:

- [Creating a new user account](#)
- [Modifying a user's account](#)
- [Resetting a user's password](#)
- [Terminating a user account](#)

Accessing the user management options

Users who have the Office Administrator token can view and manage the accounts of other users. As an Office Administrator, you reset user passwords, review user statuses, modify user accounts and terminate users when they leave the practice. Your rights are tied to your Office Location entry.

Note: The User Management menu option does not display for office staff users.

To access user account options:

1. Above the Dashboard, click the **Office Name** hyperlink to display menu options.

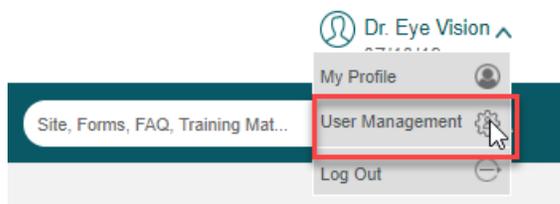


Figure 66. ECP Portal – Office Link - User Management Option

2. Click the **User Management** option to display the User Management page.

Provider Dashboard > User Management

Site, Forms, FAQ, Training Mat... | A A A

← Back Tax ID: 640939893 (*Note: Please click on Username hyperlink to modify the user or perform any other actions for the user. Please click status hyperlink to view user's Status details)

Search [] Create New User

Filters	Name	Username	Location Address	Status	Last Login Attempt
Office location 510 Church Street, Pennsylvania, 15014	Jerry Johnson	dreye888	510 Church Street, Pennsylvania, 15014 (DV29025)	Active	01/08/2019
Status <input checked="" type="checkbox"/> All (5) <input checked="" type="checkbox"/> Active (1) <input checked="" type="checkbox"/> Created (1) <input checked="" type="checkbox"/> Locked (1) <input checked="" type="checkbox"/> Terminated (2)	Jane Matt	eyes8989	510 Church Street, Pennsylvania, 15014 (DV29026)	Locked	01/08/2019
	Eric Hall	eets1234	1264 Wesley Dr. Ste 209, Memphis, 38138 (DV29027)	Created	01/08/2019
	Perry Hall	kion1233	1264 Wesley Dr. Ste 209, Memphis, 38138 (DV29028)	Terminated	01/08/2019
	Dominic Rep	domnic83	7164 Hacks Cross Road Ste 126, MS, 38654 (DV29029)	Terminated	01/08/2019

Figure 67. ECP Portal – User Management Page (Search Field highlighted)

From here, office administrators can edit user settings and create a new user account. To reorder the user entries in the User Management page, click the column headings. Click the user's **Status** link to see the user's status details. To learn more about the status definitions, see [Understanding the user statuses](#).

Administrators can also view and edit other users working in different offices with the same Tax ID by selecting the office location in the drop down.

- To search for an existing user's record, type the first few letters of the username in the **Search** field (beside the **Create New User** button). The portal begins the search based on your first entry.
- To change a user's settings, find the user record you want to change in the list and click the link in the **Username** column. The Edit User page displays.

Provider Dashboard > User Management > Edit User

Site, Forms, FAQ, Training Mat... | A A A

← Back Tax ID: 640939893

Terminate User

Username	User ID	User Type	Status	Creation Date	Last Login Attempt	Address
Jerry Johnson	dreye888	Office Staff	Active	01/08/2019	01/09/2019 - 11:59:01 AM	23 Zaman Park, Laurel 21228

Practice Name	Tax ID	Address	Office Location
Desoto Eye Care	640939893	21345 Laurel Road, Laurel 21244	88 Hardees Drive, PA 15007 (ID 29901)

Portal functionalities available

- Dashboard
- Lab Orders
- Claims

Modify User Reset Password

Figure 68. ECP Portal – Edit User Options

Note: There is no **Lab Orders** option in the Portal functionalities available list for DDOL ECP users.

5. To change the user's user type and location settings, click the **Modify User** button. The Modify User Options page displays.

The screenshot shows the 'Modify User Options' page in the ECP Portal. At the top left, there is a 'Back' button and a 'Tax ID: 640939893'. The main content area is titled 'User Information' and contains several fields: 'User Type*' is a dropdown menu set to 'Office Staff'; 'First Name' is 'Jerry', 'Middle Name' is empty, and 'Last Name' is 'Johnson'; 'Email Address' is 'Jerry@gmail.com' and 'User ID*' is 'dreye888'; 'Location' is a dropdown menu set to 'Eye Center of Central PA, (29025)'. On the right side, there is a teal sidebar titled 'Portal functionalities available' with three options: 'Dashboard', 'Lab Orders', and 'Claims'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save Changes'.

Figure 69. ECP Portal – Modify User Options Page

6. Continue based on your task:

Note: Fields with a red asterisk (*) require entries.

- To change the user type, click the **User Type** drop-down list and choose the appropriate role. Options include: **Office Staff** or **Office Administrator**.
- To change the user's email address, click the **Email Address** field and enter the new email address.
- To change the location of the user, click the **Location** drop-down list and choose the appropriate location of the user. The list of offices that display depends upon the your office TIN settings.

7. Click **Save Changes** when you have completed your work.

The portal sends an email with the changes to the user for whom changes were made and to the Office Administrator responsible for the changes.

Creating a new user account

To create a new user account as an Office Administrator:

1. Follow the instructions in [Accessing the user management options](#) to display the User Management page.
2. Click the **Create New User** button to display the Create New User page.

The screenshot shows the 'Create New User' page in the ECP Portal. At the top left, there is a 'Back' button and a 'Tax ID: 640939893' label. The main form is titled 'User Information' and contains several fields: 'User Type' (a dropdown menu with 'Select One' selected), 'First Name', 'Middle Name', and 'Last Name' (text input fields), 'Email Address' and 'Confirm Email Address' (text input fields), 'User ID' (text input field), and 'Location' (a dropdown menu with 'Eye Center of Central PA (29025)' selected). To the right of the form is a teal box titled 'Portal functionalities available' with a list of items. At the bottom right of the form are two buttons: 'Cancel' and 'Create New User'.

Figure 70. ECP Portal – Create New User Page

Note The Portal functionalities available list is tied to the type of ECP office the user is in. DDOL ECPs do not have a Lab Order portal functionalities entry.

3. Complete the required fields with the information appropriate for the new user:

Note: Fields with a red asterisk (*) require entries.

- **User Type**
Click this drop-down list and choose the appropriate role for the new user. Options include: **Office Staff** or **Office Administrator**.
- **First/Middle/Last Name**
Complete these fields as appropriate
- **Email Address/Confirm Email Address**
Complete these fields as appropriate
- **Username**
Type the username in this field

- **Location**

Select the default location for this user.

4. When these fields are complete, click the **Create New User** button. A confirmation message displays.

The portal sends an activation link to the new user, based on the information you entered, with a temporary password and a portal link. The user has 72 hours to respond and set up their new password.

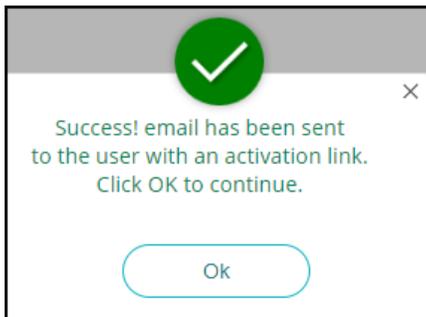


Figure 71. ECP Portal – Create New User Confirmation Message

The portal also sends an email to the Office Administrator to confirm.

5. Click **OK** to continue.

Resetting a user's password

Both Office Administrators and users can reset a user's password. Users reset their own password as described in [Forgotten your password?](#)

To reset a user's password:

1. Follow the instructions in [Accessing the user management options](#) to display the User Management page.
2. Find the user with the **Locked** status and click the username link associated with their account. The Edit User page displays.

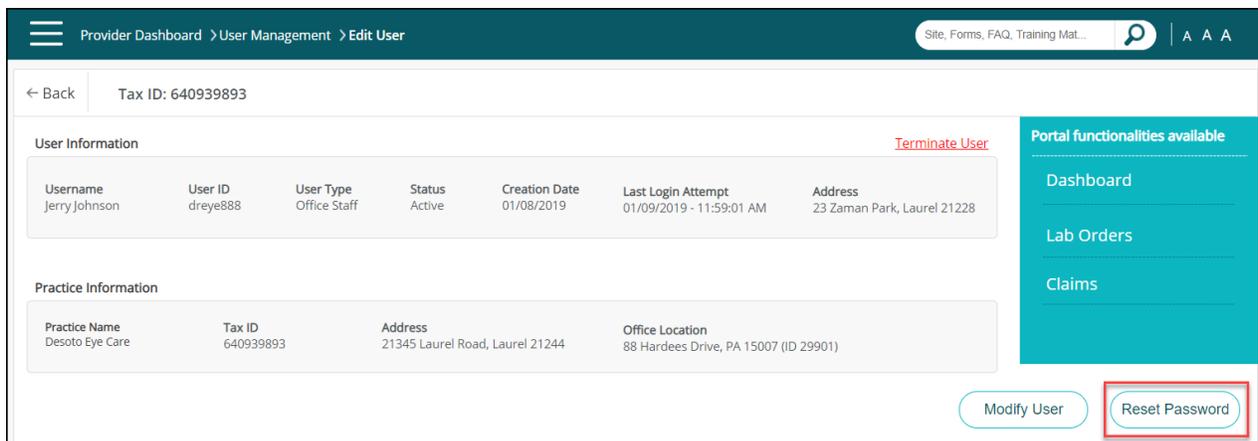


Figure 72. ECP Portal – Edit User Page with Reset Password Button Highlighted

3. Click the **Reset Password** button.
A confirmation message displays.

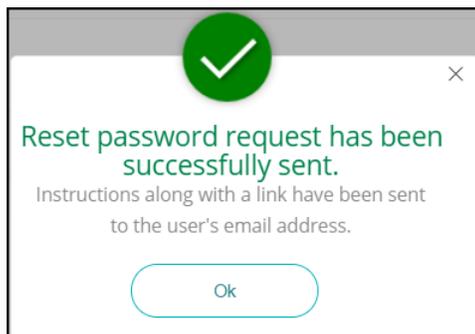


Figure 73. ECP Portal – Reset Password Request Confirmation Message

4. Click **OK** to complete this process.

The portal sends an email with the password reset link in it, to allow the user to change the password. After the password is reset, the portal sends a new confirmation message.

Terminating a user account

Office Administrators can terminate a user's account when the user leaves the office, the account has been inactive for 180 days, or when the office location has expired.

To terminate a user's account:

1. Follow the instructions in [Accessing the user management options](#) to display the User Management page.

2. Find the user whose access you need to terminate in the list and click the username link associated with their account. The Edit User page displays.

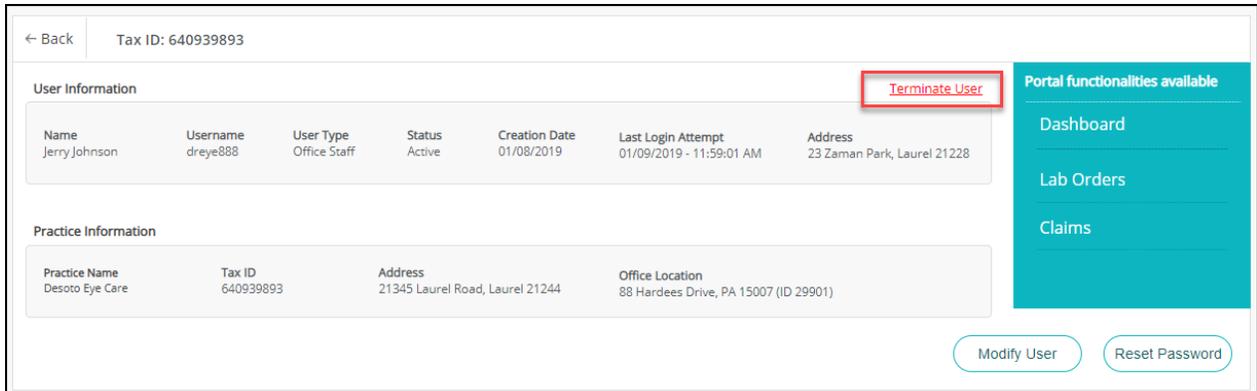


Figure 74. ECP Portal – Edit User Account with Terminate User link highlighted

3. Click the **Terminate user** link.
A confirmation prompt displays.

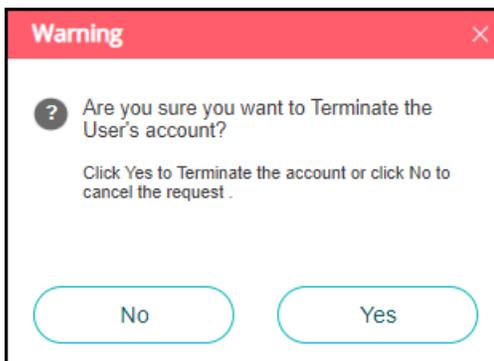


Figure 75. ECP Portal – Terminate User Confirmation Prompt

4. To terminate the user account, click **Yes**.
A confirmation message displays. The portal stores the user's record with at **Terminated** status.

Understanding the user statuses

There are five user statuses in the User Management page. These statuses are office location-specific:

- **All**
Indicates the number of entries in all statuses.
- **Active**
Indicates that the user has an active account that is in use.

- **Created or Created – Not Verified**
Indicates that the user entry has been created by an office administrator but the user has not yet activated their record by creating a new password. When the Created user completes this task, they have the status **Active**.
- **Locked - Multiple Attempts**
Indicates that the user has an active account but has locked the account due to five incorrect password entries.
- **Terminated**
User accounts can be terminated by selecting the **Terminate User** link in the User Management page, by being inactive for 180 days, or when the office location or user’s contract has expired.

Using the Portal Dashboard

Reviewing portal resources

At the bottom of each page in the portal, you can access the Resources section, which is customized, depending upon your login.



Figure 76. ECP Portal – Resources Section (Superior Vision Users)



Figure 77. ECP Portal – Resources Section (Davis Vision Users)

The **Resources** section includes a wide range of support materials that help you learn how to use the portal, and how to access forms and other materials that make it easier to serve your patients. Depending upon your login, the Resources section includes:

Announcements help you stay informed about changes to the ECP Portal and the instructions for using the portal. Often, this is where you will learn about changes in procedure code use, changes in federal CMS policy or the Affordable Care Act, and new services or materials Versant Health has available to you and your patients. Announcements are

specific to the location you are logged in with, so there will be different announcements for Davis Vision and Superior Vision users.

← Back Resources		Announcements (This is applicable only for Superior Vision)
Announcements		Provider Newsletter Aug 2014 FINAL
Forms		2018 SV provider newsletter - FINAL (09282018).pdf
FAQs		AETNA CHIP WebNotice FINAL.pdf
Reference Tools		PASS73947 Passport Prokera Ring Fax Blast v1.pdf
Training		Position Statement on Telehealth Services.pdf
PBCS		Provider Newsletter Aug 2014 FINAL
Medical Policies		Provider Newsletter Aug 2014 FINAL.pdf
Instamed ERA/ EFT Solutions		Provider Newsletter December 2013 FINAL.pdf
		Provider Newsletter December 2016.pdf
		Position Statement on Telehealth Services.pdf
		Provider Newsletter Aug 2014 FINAL
		PASS73947 Passport Prokera Ring Fax Blast v1.pdf
		Position Statement on Telehealth Services.pdf
		Provider Newsletter Aug 2014 FINAL
		Position Statement on Telehealth Services.pdf
Display 1-10 of 114		Page 1 of 12

Figure 78. ECP Portal – Resources – Announcements (Superior Vision Users)

Forms allows you to access the forms you need to get the assistance you need from Versant Health. You can view, download, and print these forms from this section.

← Back Resources		Forms		
Announcements		Name	Description	URL
Forms		Duty to Warn Form	Print Duty to Warn Form	http://cw1.davisvision.com/forms/StaticFiles/English/Duty_to_Warn_Form_2016.pdf
FAQs		Verizon Fax Laboratory Order Form	Verizon Formerly Bell Atlantic Fax Laboratory Order Form	http://cw1.davisvision.com/forms/StaticFiles/English/ms00046.pdf
Reference Tools		Provider Add Form	Ship-back information to accompany items sent to laboratory	http://cw1.davisvision.com/forms/StaticFiles/English/ms00176.pdf
Training		Provider Termination Form	Provider Termination Form	http://cw1.davisvision.com/forms/StaticFiles/English/Provider_Form_07-18-18.pdf
PBCS		Davis Vision Provider Office Review Form	Davis Vision Provider Office Review Form	http://cw1.davisvision.com/forms/StaticFiles/Engle_Site_Review_Form_2016.pdf
Medical Policies		UR-Eyeglasses Prior Authorization Request - FEP	2019 Eyeglasses Prior Authorization	http://cw1.davisvision.com/forms/StaticFiles/eyeglasses_Prior_Auth_Form_FEP.PDF
Instamed ERA/ EFT Solutions		UR-Eyeglasses Prior Authorization Request Form	2019 Eyeglasses Prior Authorization Form	http://cw1.davisvision.com/forms/StaticFiles/UR-Eyeglasses_Prior_Auth_Form.pdf
		UR-Eyeglasses Prior Authorization - Florida Blue	2019 Eyeglasses Prior Authorization	http://cw1.davisvision.com/forms/StaticFiles/Englishs_Prior_Auth_Form_FB.pdf
		UR-Medically Necessary Prior Auth Form	2019 Medically Necessary Prior Authorization	http://cw1.davisvision.com/forms/StaticFiles/English/UR- Auth_Form.pdf
		UR-Medically Necessary Prior Auth - Florida Blue	2019 Medically Necessary Prior Authorization	http://cw1.davisvision.com/forms/StaticFiles/English/ Form_FB.pdf
		Provider Termination Form	Provider Termination Form	http://cw1.davisvision.com/forms/StaticFile_Term_Form_07-18-18.pdf
		Duty to Warn Form	Print Duty to Warn Form	http://cw1.davisvision.com/forms/StaticFiles/Englishrn_Form_2016.pdf
		Davis Vision Provider Office Review Form	Davis Vision Provider Office Review Form	http://cw1.davisvision.com/forms/StaticFiles/English/DV_Office016.pdf
		Provider Add Form	Ship-back information to accompany items sent to laboratory	http://cw1.davisvision.com/forms/StaticFiles/English/ms00176.pdf
		Display 1-10 of 114		
		Page 1 of 12		

Figure 79. ECP Portal – Resources - Forms

FAQs help you get quick answers to questions you may have about Versant Health standard policies (such as Patient and Provider Bills of Rights, Privacy Policies, etc.), the portal itself, and the resources you have access to when something goes wrong.

← Back Resources		FAQs		
	Name	Description	URL	
Announcements				
Forms	Patient Bill of Rights	Information about Patient Rights	http://cw1.davisvision.com/forms/StaticFiles/English/PatientBillOfRights.pdf	
FAQs	Laser Vision Correction FAQ	Frequently Asked Questions about Laser Vision Correction	/DavisVision.Provider/base/LaserFAQ	
Reference Tools	Provider Bill of Rights	Information about Provider Bill of Rights	http://cw1.davisvision.com/forms/StaticFiles/English/ProviderBillOfRights.pdf	
Training	Privacy Practices Notice	Privacy Practices Notice	http://cw1.davisvision.com/forms/StaticFiles/DV_Privacy_Practices_Notice.pdf	
PBCS	Domestic Violence Privacy Notice	Confidentiality Protocols for Victims of Domestic Violence	http://cw1.davisvision.com/forms/StaticFiles/EngNotice_Domestic_Violence.pdf	
Medical Policies	Provider Dispute Resolution	Information about Provider Dispute Resolution	http://cw1.davisvision.com/forms/StaticFiles/English/2der_Manual.pdf#page=63	
Instamed ERA/ EFT Solutions	What is a Davis Member ID Number?	Important information about searching for member eligibility by ID number on this site.	http://cw1.davisvision.com/forms/StaticFiles/Eis_Member_ID_Number.pdf	
	Dual Eligible Members Rules	Dual Eligible Members Rules	http://cw1.davisvision.com/forms/S_Members_Rules.pdf	
	Our Position on Telehealth Services	Our Position on Telehealth Services	http://cw1.davisvision.com/forms/StaticFiles/SVTelemedicinePosition.pdf	
	SOP - Orders prior to 7/1 - How can you submit?	Contrary to popular belief, Lorem Ipsum is not simply random text.	/DavisVision.Provider/base/LaserFAQ	
	Patient Bill of Rights	Contrary to popular belief, Lorem Ipsum is not simply random text.	http://cw1.davisvision.com/forms/StaticFiles/English/PatientBillOfRights.pdf	
	Privacy Practices Notice	Contrary to popular belief, Lorem Ipsum is not simply random text.	http://cw1.davisvision.com/forms/StaticFiles/English/ProviderBillOfRights.pdf	
	Provider Bill of Rights	Contrary to popular belief, Lorem Ipsum is not simply random text.	http://cw1.davisvision.com/forms/StaticFiles/English/PatientBillOfRights.pdf	
	Patient Bill of Rights	Contrary to popular belief, Lorem Ipsum is not simply random text.	/DavisVision.Provider/base/LaserFAQ	
Display 1-10 of 114			Page 1 of 12	

Figure 80. ECP Portal – Resources - FAQs

Training provides some quick documents and tutorials that show you how to perform the most frequently used tasks. Scroll through the list of training videos and click the URL to get training at your own pace. We also recommend that you check out the [Versant Health Training Hub](#) for the latest tutorial videos, guides, webinars, and answers to your ECP Portal questions.

		Training		
		Name	Description	URL
← Back Resources	Announcements	Contact Lens Benefit Training	Contact Lens Benefit Training	http://cw1.davisvision.com/forms/StaticFiles/English/Contact_Lens_Benefit_Training_2018.2.pdf
	Forms			
	FAQs	Explanation of Payment Training	Davis Vision Explanation of Payment Training	http://cw1.davisvision.com/forms/StaticFiles/English/Explanation_of_Payment_Training_052018.pdf
	Reference Tools	Provider Onboarding Education	Provider Onboarding Education	http://cw1.davisvision.com/forms/StaticFiles/English/Provider_Onboarding_08222018.pdf
	Training			
	PBCS	Provider Onboarding Video	A brief video highlighting the tools you'll be using as a Davis Vision provider.	https://youtu.be/60vtQQmHYeE
	Medical Policies			
	Instamed ERA / EFT			

Figure 81. ECP Portal – Resources - Training

PBCS gives Superior Vision eye care professionals access to forms and documents pertaining to Medicare and Medicaid benefits and compensation schedules.

		PBCS (This is applicable only for Superior Vision)	
← Back Resources	Announcements	ACCNY Medicare PBCS.pdf	
	Forms	AETNA LA PBCS.pdf	
	FAQs	AETNA PA PBCS	
	Reference Tools	Affinity Caid and Care PBCS.pdf	
	Training	AHCDC PBCS FINAL	
	PBCS	AHCLA PBCS FINAL.pdf	
	Medical Policies	AMEMD - Medicare Supplement IAN 2013.doc	
		AMENJ - Medicare Supplement (Revised - 10.19.2018).pdf	
	Instamed ERA/ EFT Solutions	PHPKY Elig Verif Request Form EPSDT.doc	
		WellCare fka Windsor Health Plan FINAL Plan Benefits Compensation Schedule 2015.pdf	
		Tab 12 BVT-MRSA STAR STARPLUS and CHIP PBCS (9-14) .pdf	
		United Ohio PBCS adding contact lens benefit and MME.pdf	
		WELLCARE COMPENSATION OVERVIEW.docx	
		Riverside PBCS - 1-1-2014.doc	
		PHPKY Elig Verif Request Form EPSDT.doc	
		Display 1-10 of 114	Page 1 of 12

Figure 82. ECP Portal – Resources – PBCS (Superior Vision Users Only)

Medical Policies are the library of Medical Management policies that are in place to serve you as a Versant Health Eye Care Professional.

← Back Resources		Medical Policies (This is applicable only for Superior Vision)
Announcements		Adult Strabismus - 3.21.2018 - Coverage Policy 1311.00
Forms		Amniotic Membrane - 3.21.2018 - Coverage Policy 1312.00
FAQs		Angiography - 3.21.2018 - Coverage Policy 1313.00
Reference Tools		Cataract Surgery - 1.1.2019 - Coverage Policy 1300.00
Training		Category III Services - 8.27.18 - Coverage Policy 1324.00
PBCS		Corneal Pachymetry - 3.21.2018 - Coverage Policy 1307.00
Medical Policies		Corneal Topography - 3.21.2018 - Coverage Policy 1314.00
Instamed ERA/ EFT Solutions		Correction of Surgically Induced Astigmatism - 3.21.2018 - Coverage Policy 1320.00
		Electrophysiology Testing - 1.1.2019 - Coverage Policy 1334.00
		Eye Exams - 12.14.2018 - Coverage Policy 1316.00
		Eyelid and Brow Surgery 12.14.2018 - Coverage Policy 1301.00
		Experimental and Investigational Services - 8.27.18 - Coverage Policy 1323.00
		High Index Spectacle Lenses - 8.27.2018 - Coverage Policy 1330.00
		Keratoplasty and Keratectomy - Corneal Transplantation - 3.21.2018 - Coverage Policy 1315.00
		Keratoconus and Related Corneal Ectasias - 8.27.18 - Coverage Policy 1328.00
		Display 1-10 of 114 Page 1 of 12

Figure 83. ECP Portal – Resources – Medical Management Policies

InstaMed ERA/EFT Solution. Want to be paid by direct deposit, rather than waiting for a check in the mail? Versant Health has a relationship with the InstaMed healthcare payments network to provide the convenience of direct deposit with the security of an online service. To learn more about how your business would benefit from a healthcare payments network, click this [link](#). The InstaMed payments network is now available to both Superior Vision and Davis Vision eye care professionals.

Reviewing/filtering benefit alert notifications (Davis Vision only)

Davis Vision ECPs can find general information about their patient’s benefits from Benefit Alerts. These alerts may display as a pop-up list when you log into the ECP Portal as well. Benefit alerts provide timely information about the benefit plans of the members you see. After you access these alerts, they no longer display by default, although you can access them later through the portal using the instructions below.

To review and filter Benefit Alerts:

1. From the Portal Dashboard, click the **Hamburger** icon  to display the Dashboard menu.

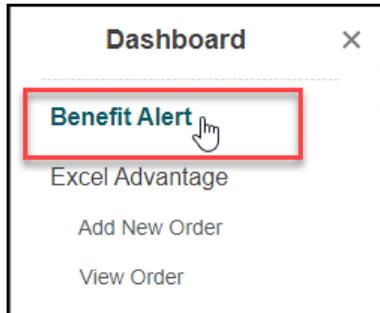


Figure 84. ECP Portal – Portal Menu

2. From the list, choose **Benefit Alerts**.
A list of Benefit Alerts displays.

Filter By		Effective Date	Publish Date	Client Name	Classification		
Effective Date	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Group	View Alert	View SRF
From Date*	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Group	View Alert	View SRF
TO Date*	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	Benefit Change	View Alert	View SRF
Classification:	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	Benefit Change	View Alert	View SRF
Select One	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Population	View Alert	View SRF
Client name*	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Benefit	View Alert	View SRF
First Name Last Name	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Benefit	View Alert	View SRF
	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Population	View Alert	View SRF
	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Benefit	View Alert	View SRF
	MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY	First Name Last name	New Benefit	View Alert	View SRF

Figure 85. ECP Portal – Benefit Alerts List

Note: View SRF links that show Service Record Forms do not display for all Davis Vision groups.

3. To find a benefit in this list, choose the date range, classification (Benefit Change, Benefit Renewal, New Group, etc.) and/or type

the client name and click **Filter by**. The alerts that match your filter display.

4. To open a Benefit Alert, click the **View Alert** link.

Client Name	Effective Date	Classification	SRF	Description
Name	MM/DD/YYYY	New Group	View SRF	New Group

Payment Information
Exam Payment: \$00.00
Dispensing Amount (complete Pair): \$00.00
Dr Supplied Frame Reimbursement: \$00.00
Dr Supplied Contact Lens Reimbursement: \$00.00
Contact Lens Evaluation Reimbursement: \$00.00

Figure 86. ECP Portal – View Sample Alert

Finding a patient’s eligibility information

The process for finding a patient’s eligibility information is the same for all users. When you select an entry from the **Practitioner** drop-down list in the Portal Dashboard, the patients you see will be in-network or out-of-network for that Eye Care Professional. The search process looks for a particular claims and orders that are less than 90 days old.

Note: Please review the appropriate Versant Health manual to ensure that the person searching for the eligibility information is complying with the privacy rules required under your agreement.

DDOL ECP’s Note: These instructions work the same way for DDOL ECPs as it does for ECPs who place orders using the ECP Portal.

To find a patient’s eligibility information in the portal:

1. Make sure you have selected the ECP name from the **Practitioner** drop-down list before you get started.
2. From the Portal Dashboard, begin in the **Search By** fields.

Figure 87. ECP Portal – Member Search Fields

3. Use the fields available to enter the information you know:

Fields with a red asterisk (*) require entries.

- **Service Date**

Click the **Today's Date** link, enter the service date, or click the

Calendar  icon to select the patient's date of service.

This entry is required. After this date is entered, it displays by default throughout the process.

- **Date of Birth**

Enter the patient's birth date or click the **Calendar**  icon and select the appropriate birth date. This entry is required.

- **ID or Last Name**

Enter the **Member Number**, the **Member ID**, or the **Alternate ID**, or

Enter the patient's last name in the appropriate field.

One of these fields is required.

4. When your entries are complete, click **Search**. The results match your entries.

Select	Member Information	Relationship	Group/Sub Group	Plan Name/Plan Prefix
<input type="radio"/>	[redacted]	Self	[redacted]	[redacted]

View Detailed Benefits | Service Record Form | History | Family Information

Figure 88. ECP Portal – Search Results

Note: If the Correction Claim and COB Claim links display, you can use the **Correction Claim** link to adjust an original claim. You use the **COB Claim** link to enter a new claim for a secondary claim in the portal.

Note: The Upload File option (used to attach documents to the claim) is required for COB claims.

5. To review the patient’s benefit information, click the **View Detailed Benefits** link. The Benefits list displays. For an Affordable Care Act (ACA), Medicare, or Medicaid plan member, the following benefit overview displays:

Eligibility verification #: 24575584 | [Print Eligibility](#)

This member requires an authorization for selected services. Please complete the appropriate Prior Authorization form and send by fax to the number listed on the form. |

CO-PAYS

This plan has no co-payments

BENEFIT MESSAGES

* Authorization Required

BENEFITS

Description	Allowed Per Period	Co-Ins.	Avail.	Next Avail. Date	Allowance Remaining	Auth Required
Frames - 1 per 24 Months	\$17		Yes		\$17.00	No
Eye Glass Lenses - 1 pair per 24 Months	Covered		Yes		Covered	No
* Med Nec Contact Lens Fit Fee	Covered		Yes		Covered	Yes
* Medically Necessary Contacts - 1 per 12 Months	Covered		Yes		Covered	Yes
Replacement Contacts (0-20)	Covered		Yes		Covered	No
Replacement Frame (0-20)	\$17		Yes		\$17.00	No
Replacement Lenses (0-20)	Covered		Yes		Covered	No
Routine Exam Including Refraction - 1 per Calendar Year	Covered		Yes		Covered	No
Polycarb - 2 pairs per 24 Months	\$13		Yes		\$13.00	No
* Medically Necessary Polycarb - 3 pairs per 24 Months	\$13		Yes		\$13.00	Yes
TX Options/Polycarb Replacement(0-20)	\$13		Yes		\$13.00	No

Figure 89. ECP Portal – Search Results –Benefit Overview (Health Plan)

If you found a patient with a commercial plan, a benefit overview like this displays:

Benefit Details		Service Date: 10/26/2019	Eligibility Verification #: 7674738	Print Benefit Details 			
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 90. ECP Portal – Search Results - Benefit Overview (Commercial)

6. To return to the patient’s record, click **OK**.
You can print this form by clicking the **Print** button.
7. **Davis Vision members only:** To learn more about a Davis Vision patient’s service details, click the **Service Record Form** link. The Service Record Form displays.

Jerry Johnson (09/02/1964) Service Date: 01/17/2019

ABC Company
Vision Care Service Record
 (This form to be maintained by the provider's office)

SECTION I - PROVIDER/PATIENT SECTION Employee Name: _____ Employee ID No.: _____ Patient Name: _____ Relationship: Employee ___ Spouse ___ Child ___ Provider's Name: _____ Provider's No.: _____ Authorization No.: ABC Authorization Date: _____		SECTION II - COVERAGE SECTION Plan Level: Designer Copayments: Eye examination \$ 0 Frame \$ 0 Spectacle lenses \$ 0 Contact Lenses \$ 0 Evaluation/fitting \$ 0 Plan Description: An eye examination (including dilation), contact lens evaluation/fitting, spectacle lenses and frame, or contact lenses in lieu of eyeglasses. Visually Required contact lenses may be provided with prior approval. The contact lens evaluation/fitting is covered only in conjunction with the contact lens material benefit.																																											
SECTION III - SERVICE SECTION A. Examination: Yes <input type="checkbox"/> No <input type="checkbox"/> 1a. Was examination comprehensive? Yes <input type="checkbox"/> No <input type="checkbox"/> 1b. Was dilation performed? Yes <input type="checkbox"/> No <input type="checkbox"/> 1c. Was this a new patient? Yes <input type="checkbox"/> No <input type="checkbox"/> 1d. Primary Diagnosis code: _____ Secondary Diagnosis code (if any): _____ B. Spectacle lenses provided: (check all that apply) 1. Plan <input type="checkbox"/> Patient's <input type="checkbox"/> 2. Single Vision <input type="checkbox"/> Bifocal <input type="checkbox"/> Trifocal <input type="checkbox"/> C. Contact Lenses: Evaluation/Fitting: _____ 4 multi-packs* plan supplied Disposable lenses or: _____ 2 multi-packs* plan supplied Planned Replacement lenses Provider Supplied: Evaluation/Fitting: Standard <input type="checkbox"/> Specialty <input type="checkbox"/> Elective <input type="checkbox"/> Visually Required (prior approval required) <input type="checkbox"/> D. Frame Provided: Plan <input type="checkbox"/> Patient's <input type="checkbox"/>		SECTION V - ALLOWANCE SECTION <table border="1"> <tr> <th>Frame</th> <th>Contact Lens Evaluation & Fitting</th> <th>Contact Lens Material</th> <th>Visually Required Contact Lens Material</th> </tr> <tr> <td>\$130 plus 20% discount on overage</td> <td>Standard <input type="checkbox"/> Specialty <input type="checkbox"/></td> <td>Up to \$600 plus 15% discount on overage</td> <td>\$130 plus 20% discount on overage (prior approval required)</td> </tr> </table>		Frame	Contact Lens Evaluation & Fitting	Contact Lens Material	Visually Required Contact Lens Material	\$130 plus 20% discount on overage	Standard <input type="checkbox"/> Specialty <input type="checkbox"/>	Up to \$600 plus 15% discount on overage	\$130 plus 20% discount on overage (prior approval required)																																		
Frame	Contact Lens Evaluation & Fitting	Contact Lens Material	Visually Required Contact Lens Material																																										
\$130 plus 20% discount on overage	Standard <input type="checkbox"/> Specialty <input type="checkbox"/>	Up to \$600 plus 15% discount on overage	\$130 plus 20% discount on overage (prior approval required)																																										
SECTION VI - STATEMENT SECTION A. I certify that all of the services and charges indicated accurately, and authorize the release of this information necessary to process this claim. Additionally, I certify that I have been informed of all additional items and costs as outlined in Sections IV and V. I understand that Progressive Addition Lenses will be furnished upon my request and if I am unable to adapt to these lenses, standard bifocal lenses will be provided with no additional cost, however, the copayment (if any) for the Progressive Addition Lenses will not be refunded. TN Residents: Please see instruction 6. Patient Signature _____ Date of Service _____ B. I certify that all services were provided by me or by authorized personnel, in compliance with the standards of the Davis Vision Program. TN Providers: Please see instruction 6. Authorized Signature _____ Invoice No. _____		SECTION IV - OPTIONS SECTION Patient may select options. Additional discounts will be paid by Davis Vision. <table border="1"> <tr> <th>Option</th> <th>Patient Charge</th> <th>Additional Disperse</th> </tr> <tr> <td>Premium Progressive Addition Multifocals**</td> <td>\$25</td> <td>\$10</td> </tr> <tr> <td>Premium Progressive Addition Multifocals***</td> <td>\$12</td> <td>\$ 6</td> </tr> <tr> <td>Standard Progressive Addition Multifocals</td> <td>Included</td> <td>N/A</td> </tr> <tr> <td>State Vision Lenses</td> <td>\$30</td> <td>\$10</td> </tr> <tr> <td>Standard Progressive Addition Multifocals</td> <td>\$50</td> <td>\$30</td> </tr> <tr> <td>Premium Progressive Addition Multifocals</td> <td>\$90</td> <td>\$30</td> </tr> <tr> <td>Ultra Progressive Addition Multifocals</td> <td>\$140</td> <td>\$60</td> </tr> <tr> <td>Polycarbonate Lenses**</td> <td>\$30</td> <td>\$20</td> </tr> <tr> <td>Standard ARC (anti-reflective coating)</td> <td>\$35</td> <td>\$ 7</td> </tr> <tr> <td>Premium ARC (anti-reflective coating)</td> <td>\$48</td> <td>\$ 7</td> </tr> <tr> <td>Polarized Lenses</td> <td>\$75</td> <td>\$25</td> </tr> <tr> <td>High Index Lenses</td> <td>\$55</td> <td>\$25</td> </tr> <tr> <td>Plastic Photosensitive Lenses</td> <td>\$65</td> <td>\$25</td> </tr> </table>		Option	Patient Charge	Additional Disperse	Premium Progressive Addition Multifocals**	\$25	\$10	Premium Progressive Addition Multifocals***	\$12	\$ 6	Standard Progressive Addition Multifocals	Included	N/A	State Vision Lenses	\$30	\$10	Standard Progressive Addition Multifocals	\$50	\$30	Premium Progressive Addition Multifocals	\$90	\$30	Ultra Progressive Addition Multifocals	\$140	\$60	Polycarbonate Lenses**	\$30	\$20	Standard ARC (anti-reflective coating)	\$35	\$ 7	Premium ARC (anti-reflective coating)	\$48	\$ 7	Polarized Lenses	\$75	\$25	High Index Lenses	\$55	\$25	Plastic Photosensitive Lenses	\$65	\$25
Option	Patient Charge	Additional Disperse																																											
Premium Progressive Addition Multifocals**	\$25	\$10																																											
Premium Progressive Addition Multifocals***	\$12	\$ 6																																											
Standard Progressive Addition Multifocals	Included	N/A																																											
State Vision Lenses	\$30	\$10																																											
Standard Progressive Addition Multifocals	\$50	\$30																																											
Premium Progressive Addition Multifocals	\$90	\$30																																											
Ultra Progressive Addition Multifocals	\$140	\$60																																											
Polycarbonate Lenses**	\$30	\$20																																											
Standard ARC (anti-reflective coating)	\$35	\$ 7																																											
Premium ARC (anti-reflective coating)	\$48	\$ 7																																											
Polarized Lenses	\$75	\$25																																											
High Index Lenses	\$55	\$25																																											
Plastic Photosensitive Lenses	\$65	\$25																																											

* Number of contact lens boxes may vary based on manufacturer's packaging.
 ** For Included Fashion and Designer level frames, a \$10 additional disperse will apply.
 *** No copayment/additional disperse for dependent children, monocular patients and patients with Rx +/-6.00 or greater.

INSTRUCTIONS:
 1. Participating provider must complete Sections I, III, V, and VII.
 2. Employee or legal guardian should complete and sign Section VIA.
 3. All services rendered should be recorded on a single form.
 4. Authorization is valid for 21 days. If expired, call 1-800-773-2847 prior to rendering services.
 5. Completed forms must be maintained for a period of not less than seven (7) years.
 6. Tennessee state law stipulates that it is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

SR03371 7/1/15

You have specific ERISA appeals rights regarding your vision care benefits. These rights may be obtained in detail by contacting Davis Vision at 1-800-999-5431 or writing to:
 Quality Assurance Department
 P.O. Box 15725

Figure 91. ECP Portal – Search Results – Davis Vision Service Record Form

8. To see a patient's claim and order history, click the **History** icon



To learn more about a patient's order history, see

[Reviewing a patient's claim or order details.](#)

Orders/Claims History (Submitted via Versant Portal)		Orders prior to 10/01/2020 (Davis Members only)	Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims	Refresh				
<p><i>i</i> 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.</p>								
<p>Orders/Claims history (Claims – Last 4 years of history) Orders - From 10/01/2020) Remake Indicators: ● Repair/Replace ● Warranty ● Redo </p>								
Member Information		Claims Summary		Orders Summary				
Member Info	Provider Details	Claim Number	Claim Status	PO/Order Number	Submitted On	Lab	Order Status	Action
YOPP_SOFIA 06/03/2012 206695705342	KILGORE , ABBY 1699744656 DAVIS VISION	10393575 11/18/2020	PENDING 11/18/2020	67C42DE9321D49D	11/18/2020	VERSANT Newtown Square	Order Received 11/25/2020	✕

Figure 92. ECP Portal – Member History

9. To see family dependents information, perform member search

and click the Family Information icon  and confirm date of birth of a dependent that you want to work upon.

Select	Member Information	Relationship	Group/Sub Group	Plan Name/Plan Prefix
<input type="radio"/>	DC [Redacted] View Detailed Benefits Service Record Form History Family Information ^	Member	THE BOEING COMPANY	MEMBER, SPOUSE, DEPENDENTS
<input type="radio"/>	DO <input checked="" type="checkbox"/> XX/XX/1958	Spouse	THE BOEING COMPANY	MEMBER, SPOUSE, DEPENDENTS
<input type="radio"/>	DO <input checked="" type="checkbox"/> XX/XX/1995	Child	THE BOEING COMPANY	MEMBER, SPOUSE, DEPENDENTS

Figure 93. ECP Portal – Member History

Submitting an order or claim

The patient's/member's eligibility may depend upon the office location and the eye care professional's network affiliation. For Superior Vision eye care professionals, only Superior Vision members will display. For Davis Vision eye care professionals, only Davis Vision members will display. If you have contracts with both Versant Health companies, you will see both Superior Vision and Davis Vision members in your results. If you have dual contracts, please make sure that the Practitioners' in your office are credentialed by both companies to avoid service process issues.

In this system, you can enter a service date up to a year in the past and up to a year in the future. Keep in mind, however, that the portal can only process orders and claims when a member has benefits during the date of service. If the date of service is in the past, current benefits may apply.

Orders for materials only (no services) do not require a Practitioner record selection. Click the **Select One** option to choose the appropriate name for the visit.

Beginning a claim or order

Begin the order process by finding the patient on the Portal Dashboard. Keep in mind as you are working on a claim or an order that you can save a draft of it at any time and return to it within 24 hours to complete it. After 24 hours, however, the portal deletes your draft.

To begin an order or a claim:

1. From the **Practitioner** drop-down list, choose the name of the ECP who performed the services in the claim or order.
Note: For materials-only submissions, this is not required.
2. From the Portal Dashboard, use the **Search By** fields as described below:

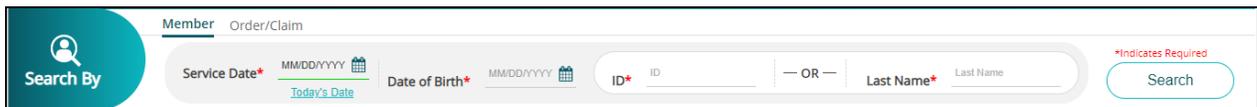


Figure 94. ECP Portal – Member Search Fields Complete

3. Enter the information you know in the following fields:
Fields with a red asterisk (*) require entries.
 - **Service Date**
Click the **Today's Date** link, enter the service date, or click the **Calendar**  icon to select the date of service for the patient. This entry is required.
 - **Date of Birth**
Type the patient's birth date or click the **Calendar**  icon and select the birth date. This entry is required.
 - **ID or Last Name**
Enter the **Member Number**, the **Member ID**, or the **Alternate ID**, or enter the patient's last name in the appropriate field. One of these fields is required.
4. When you have completed these entries, click **Search**.
The list of results that match your entries displays.

Displaying search Results for : Service Date: 11/18/2020, DOB: [REDACTED], Member ID: [REDACTED]

Select	Member Information	Relationship	Group/Sub Group	Plan Name/Plan Prefix
<input checked="" type="radio"/>	YO: [REDACTED] [REDACTED] View Detailed Benefits Service Record Form History Family Information ^	Child	The New York State Vision Plan [REDACTED]	The New York State Vision Plan [REDACTED]
<input type="radio"/>	YO: [REDACTED] XXXX/1979 <input checked="" type="checkbox"/> [REDACTED] View Detailed Benefits Service Record Form History	Self	The New York State Vision Plan [REDACTED]	The New York State Vision Plan [REDACTED]
<input type="radio"/>	YO: [REDACTED] XXXX/1984 <input checked="" type="checkbox"/> [REDACTED] View Detailed Benefits Service Record Form History	Spouse	The New York State Vision Plan [REDACTED]	The New York State Vision Plan [REDACTED]

Figure 95. ECP Portal – Search Results

Note: There may be multiple results in this list based on your entries, even for the same patient.

If the patient is in the system, but not in your network, you may see the message: **Member Found but is out of your network.**

- In the list, click the **Select** button beside the patient’s name to begin the submission process. The **Service Categories** and **Benefit Details** associated with the patient’s plan display.

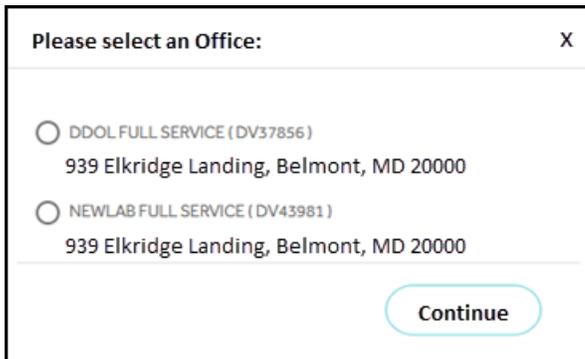
Note: If an Open Authorizations message pops up, see [Managing open authorizations from legacy systems.](#)

Provider Information	Member Information
Provider NPI: [REDACTED] Provider Name: [REDACTED] Provider Tax ID: [REDACTED] Office Address: 952 TROY SCHENECTADY RD, LATHAM, NY, USA, 12110 Shipping Address: 952 TROY SCHENECTADY RD, LATHAM, NY, USA, 12110 Select Practitioner	Member Name: [REDACTED] Member DOB: [REDACTED] Member ID: [REDACTED] Relationship: Child Group/Sub Group: City of Farmers Branch/001 Plan Name: Global Benefit Service Record Form
Select Services Below(*Note: For Exam or any other Services, Please select a Practitioner.)	
<input type="checkbox"/> Exam <input type="checkbox"/> Frames <input type="checkbox"/> Contact Lens <input type="checkbox"/> Spectacle Lens <input type="checkbox"/> Contact Lens Fit & F/U <input type="checkbox"/> Medical Optometry/Medical/Surgical Cancel	
Benefit Details Service Date: 10/26/2019 Eligibility Verification #: 85485785 Print Benefit Details	
BENEFIT MESSAGES	

Figure 96. ECP Portal – Service Categories and Benefit Details (Commercial)

Note: If your location has multiple Office IDs with different order/claims capabilities (such as one ID is a New Lab Model

office and one is a DDOL office), a pop up box will display to allow you to choose the office type to apply to your submission.



Please select an Office: X

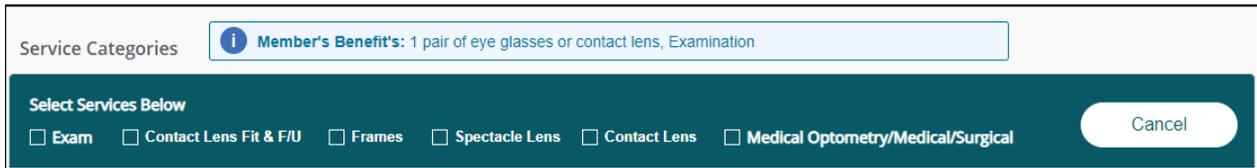
DDOL FULL SERVICE (DV37856)
939 Elkridge Landing, Belmont, MD 20000

NEWLAB FULL SERVICE (DV43981)
939 Elkridge Landing, Belmont, MD 20000

Continue

Figure 97. ECP Portal – Please select an Office

- Continue based on what happens next:
 - If this box does not display, go to the next step.
 - If the Please select an Office box displays, click the appropriate office button for this submission and click **Continue**.



Service Categories Member's Benefit's: 1 pair of eye glasses or contact lens, Examination

Select Services Below

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

Cancel

Figure 98. ECP Portal – Select Services Below List

Note: If some of the check boxes in the **Select Services Below** box are disabled, the selected patient has either consumed these benefits or does not have them. The enabled check boxes reflect the patient's currently available plan and non-plan benefits in the selected ECP's network.

- Continue based on your task:
 - If you click services (such as Exams, Contact Lens Fit and Follow Up, or Medical Optometry/Medical/Surgical) or if you are a DDOL ECP, the **Claim** button displays.
 - If you click services and materials or materials only both the **Order/Claim** and the **Claim** buttons display.

8. Continue based on the type of claim or order you are submitting:

- [Submitting a service-only claim](#)
For submitting exam, Contact Lens Fitting/FU, and Medical Optometry/Medical/Surgical claims (including DDOL ECPs)
- [Submitting a service claim and materials order](#)
For service claims and material orders
- [Submitting a services and materials claim \(DDOL\)](#)
For service and materials claims for DDOL ECPs
- [Submitting a materials-only order](#)
For orders that contain materials only (no services)
- [Submitting a contact lens fitting claim and CL order](#)
For orders that include contact lens fitting and follow up services and contact lens materials orders
- [Submitting a contact lens fitting and CL claim \(DDOL only\)](#)
For contact lens-related services and material claims for DDOL ECPs

Managing open authorizations from the Davis Vision portal

When you select a name from the search results list (**step 4** in the [Beginning a claim or order](#) above) and that patient has open authorizations from the Davis Vision legacy portal, a message displays.

Open Authorizations [X]

i Below is the list of authorizations opened prior to your EDP Launch date. Please void any authorizations for orders or claims you would like to enter through the EDP Portal with a service date after 10/1/2019

To place an order for a service date prior to 10/1/2019, please contact Versant Health Customer Service at 1-877-235-5316

<input type="checkbox"/>	Authorization Number	Issue Date	Services
<input checked="" type="checkbox"/>	BOK55310331	09/29/2019	Full

Cancel Void

Figure 99. ECP Portal – Open Authorizations List

Note: Any order placed before your first day using the ECP Portal is considered a legacy portal authorization.

These open authorizations prevent you from applying the patient's benefits to new orders and claims on the ECP Portal, so when this message displays, you have the following options:

- Void the open Davis Vision authorization in the new portal so you can continue to place the order, see [Voiding open authorizations from a legacy portal](#)) or
- Return to the Davis Vision legacy portal and submit the order or claim using the old authorization (see [Submitting Davis Vision orders/claims to the legacy portal](#))

After you void the old authorization(s), the patient's benefit record updates to show that the services and materials benefits are available. Authorizations will not be a problem in the new portal since they are no longer used to put holds on benefits.

Voiding open authorizations from a legacy portal

These instructions assume that the Open Authorizations box displays.

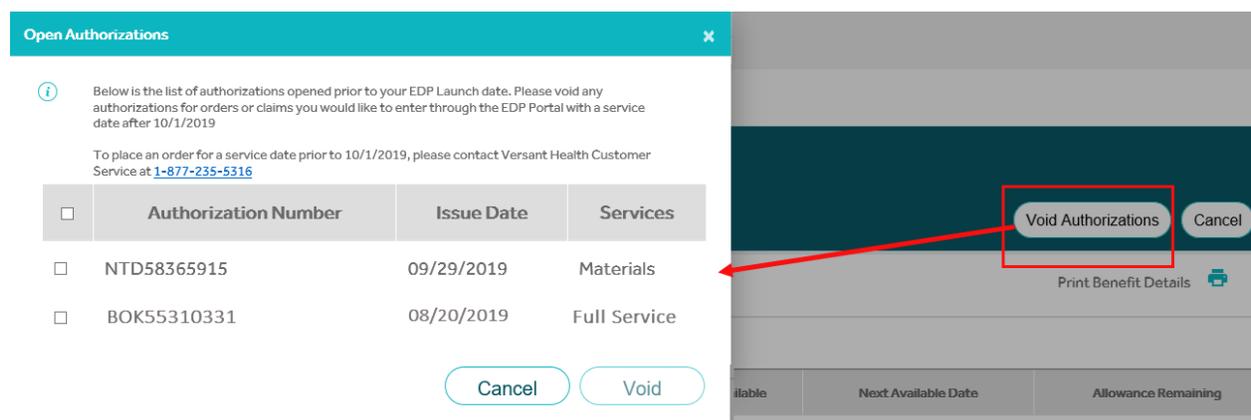


Figure 100. ECP Portal – Open Authorizations – Void Authorizations Button

To void an open authorization from the legacy portal in the new portal:

1. Review the list of authorizations in the Open Authorizations box.
2. Select the check box beside each authorization you want to void. The Void button enables.
3. Click the **Void** button to void the selected authorization(s).

Submitting Davis Vision orders/claims in the legacy portal

If the patient's date of service or the time constraints of their benefits require that you place an order or submit a claim on the legacy Davis Vision portal, you can still do that using these instructions.

Note: You will not be able to place an order or submit a claim in the Davis Vision legacy portal for materials or services provided after your ECP Portal start date.

To place an order or submit a claim using the legacy Davis Vision portal:

1. Locate your login credentials to the legacy Davis Vision portal.
2. Click the Davis Vision Legacy Portal [link](#).
3. Search for the patient's record and use their benefits to either place the order or submit the claim as you would have in the past.

It may be useful to save the link to your legacy portal in your browser's favorites to make it available to you when you need it. After a few months, it is likely you will not need it, as all of your orders and claims will be handled in the new portal only.

Submitting an exam or service-only claim

In the ECP Portal, services include Exam, Contact Lens Fit and Follow Up, and Medical Optometry/Medical/Surgical options in the Portal Dashboard.

Note: These instructions assume that you have completed the instructions in [Beginning a claim or order](#). These instructions begin from the last step of that section.

To submit a service-only claim:

1. From the **Practitioner** drop-down list, choose the name of the ECP who performed the services for the claim.
2. In the **Select Services Below** box, click the appropriate exam or service check box. The Claim button displays.

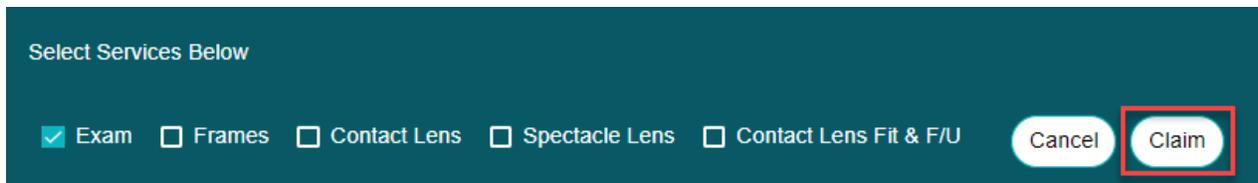


Figure 101. ECP Portal – Select Services Box – Exam Selected and Claim Button Highlighted

- Click the **Claim** button to display the Exam or Services tab.
Note: If you select the **Exam** check box, the Exam tab displays. If you select a **Medical Optometry** or **Contact Lens Fit & F/U** check box, the **Services** tab displays. Some content will be different between the two tab types.

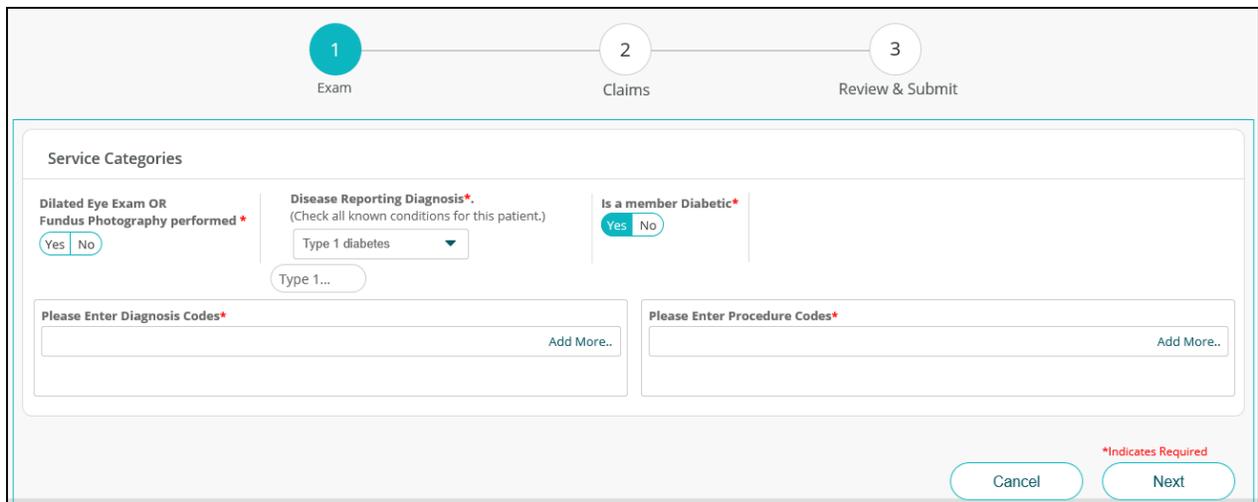


Figure 102. ECP Portal – Exam Tab (Service Claim)

- Complete the entries on this page as follows:
Fields with a red asterisk (*) require entries.
 - Dilation Eye Exam or Fundus Photography Performed**
Click **Yes** if dilation or Fundus photography was used in the patient’s exam, or click **No** if otherwise. This selection is required.
 - Disease Reporting Diagnosis**
Use this drop-down list to choose any diseases that affect this patient’s health. Select the check box beside each disease that applies. Options include: **Abnormal Pupil, Cataract, Glaucoma, Hypercholesterol, Hypertension, Macular Degeneration, Type 1 Diabetes, Type 2 Diabetes, Unspecified Diabetes,** or **None.**

- **Is Member a Diabetic**

Click **Yes** if the member has a form of diabetes, or click **No** if otherwise. This selection is required.

Note: If you select **No**, an **Additional conditional list** drop-down list displays so you can select other health conditions that may apply to the patient.

- **Please Enter Diagnosis Codes**

Type the first few characters of the diagnosis code that applies to this exam to display matching codes and click the code to select it from the list. At least one entry is required.

Note: You can add more diagnosis codes if more codes are needed. You can add up to 12 diagnosis codes to this claim and apply these codes to particular charges in this process.

- **Please Enter Procedure Codes**

Type the first few characters of each procedure code for this service. Then, click the appropriate entry to select it from the list. At least one entry is required, but choose all that apply.

Procedure Code Notes:

- *For Superior Vision patients only:* Use S codes only to identify services procedures in this field.
- *For Davis Vision patients only:* Enter five-digit CPT procedure codes only in this field. Typical options include:
 - **92002** – OPTH Medical Exam and Evaluation Intermediate (New Patient)
 - **92004** – OPTH Medical Exam and Evaluation Comprehensive (New Patient)
 - **92012** – OPTH Medical Exam and Evaluation Intermediate (Established Patient)
 - **92014** – OPTH Medical Exam and Evaluation Comprehensive (Established Patient)
 - **92015** – Determination Refractive State
- *For DDOL ECPs submitting claims for materials:* Enter the procedure codes for the materials you are providing here as well. Use the **Units** column on the next page when you need to indicate the number of lenses.

- *For Medical Optometry claims:*
 - When you are submitting procedure codes for these claims, please enter duplicate procedure codes to indicate left and right eyes.
 - *Superior Medicaid Patients only.* When you are submitting a J procedure code, a new pop up box displays to allow you to enter the national drug code medication name that applies to this code. You can submit more than one J procedure code claim for this authorization over a six month period. This entry is required.

 A screenshot of a web form. At the top, there is a label "Please Enter Drug Name/NDC*" in red text. Below the label is a single-line text input field that is currently empty. The entire form is enclosed in a thin black border.

Figure 103. ECP Portal – Please Enter Drug Name/NDC

5. When you have completed your entries, click **Next**.
The Claims tab displays.

Note: To change a code you entered, hover over the code and clicking the **x** icon.

 A screenshot of a web interface showing a list of procedure codes. The title of the list is "Procedure Codes" in red. The first entry is "92004 Comprehensive exam (new patient)". Below this entry, there is a smaller, semi-transparent version of the same text "92004 Compri" with a red square highlighting a blue circular delete icon (an 'x' inside a circle). A mouse cursor is pointing at this icon.

Figure 104. ECP Portal – Delete Code Detail

Figure 105. ECP Portal – Claim Tab Section

6. Complete the claim entries and selections on this page as follows:
Fields with a red asterisk (*) require entries.

- **Referring Provider same as Rendering Provider**
Click this check box if this is applicable.
- **Referring Eye Care Professional Info**
Enter the Referring Provider’s NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information applies to Medicaid claims but may not apply to this claim.
- **Place of Service**
Choose the appropriate location of the exam. **Office** is selected by default, but you can also choose from a wide range of options. See the [Place of Service Appendix](#) for this list. This entry is required.
Note: If the service was conducted remotely, select **02** for Telehealth.
- **Diagnosis Codes**
Enter any additional diagnosis codes associated with this

exam. The code(s) you entered in the previous section appear in the box.

7. **Superior Vision users only:** If needed, you can upload a file associated with this claim by clicking the **Browse** button and finding the file on your system drive. The file cannot be larger than 20 MB and must be in one of the following formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.
8. In the **Examination** section, complete the fields as appropriate to the claim: Fields with a red asterisk (*) require entries.
 - **Modifiers**

Enter the modifiers that apply to the exam or materials code listed. For some materials and prescriptions, modifiers display automatically based on the data you entered.

Note: For telehealth service claims, use the specific modifiers and place-of-service combinations as defined by state Medicaid or managed care programs. This will ensure successful payment.
 - **Usual and Customary Charges**

Enter the charges for the service or materials listed at the left. This entry is required only when the fields display.
 - **Units**

Enter the units for the services and materials that are listed at the left. If editable, this entry is required.
 - **Diagnosis Codes**

If you entered only one diagnosis code, the diagnosis code you entered displays in this field. When there is more than one diagnosis code, click the **Primary** link and choose the primary diagnosis code(s) that applies. This entry is required.
9. When you have completed your entries and selections, click **Next**. The Review & Submit tab displays.

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

Order Summary

Submitted On: 11/12/2019	Member Details The New York State Vision Plan	Practitioner Details NPI: [Redacted] Name: [Redacted] TAX ID: [Redacted]	Referring Practitioner Details NPI: [Redacted] Name: [Redacted] Medical ID: [Redacted]	Shipping Info Acct#: [Redacted] Address: 952 TROY SCHENECTADY RD, LATHAM, NY, 12110
--------------------------	---	--	--	--

Common Diseases/Additional Conditional List

Common Diseases: - none
Additional Conditional List: -

Examination Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92014	OPHTH MEDICAL XM&EVAL COMPRHNSV ESTAB PT 1/2		\$45.00	1	.201.00 - Primary

Total U&C Charges: \$45.00

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

Back Cancel **Submit Order**

Figure 106. ECP Portal – Review & Submit Tab

10. Review the claim entries and continue based on your assessment:

- **To make changes to the claim**, click the **Back** button to return to an earlier page. Edit the fields you want to correct and click **Next** until you return to this page.
- **To cancel the claim**, click the **Cancel** button and click **Leave Page** to confirm.
- **To submit the claim**, click the **Disclaimer** check box and click **Submit Claim**. A confirmation message displays.



Figure 107. ECP Portal – Claim Confirmation Message

When the claim has been successfully received, a new confirmation message displays with the claim details.

Your Order Request Has Been Submitted. Click OK To Continue Working.

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

Summary

Submitted On: 07/23/2020	Member Details	Referring Practitioner Details	Shipping Info	Shipping Info
Place of Service: 11	<div style="background-color: #ccc; height: 20px; width: 100%;"></div>	NPI: <div style="background-color: #ccc; width: 50px;"></div>	Acct#: <div style="background-color: #ccc; width: 50px;"></div>	Acct#: <div style="background-color: #ccc; width: 50px;"></div>
Service Date: 07/22/2020	The New Vision Plan	Name: <div style="background-color: #ccc; width: 50px;"></div>	Address: <div style="background-color: #ccc; width: 100%;"></div>	Address: <div style="background-color: #ccc; width: 100%;"></div>
		Medical ID: <div style="background-color: #ccc; width: 50px;"></div>		

Common Diseases/Additional Conditional List

Examination Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92014	OPHTH MEDICAL XM&EVAL COMPRHNSY ESTAB PT 1/>		\$85.00	1	• H52.13 - Primary

Total U&C Charges: \$85.00

Figure 108. ECP Portal – Exam Only Claim Confirmation Message

11. Click **OK** to close the claim or **Print** to print the details of the claim. When you click **OK**, the confirmation box closes.

From the Portal Dashboard, you can use the **Search by** field to find a claim you are looking for by Member name, ID, or Provider details.

Submitting a service claim and materials order

The instructions in this section build on the instructions in [Beginning a claim or order](#) and apply when you are ready to choose the order or claim details. These instructions start from the last step of that section and assume you are sending the frame after submitting the order, when applicable.

Member options, such as safety glass, or special corrective lenses, only display if the patient has the benefits necessary to use them. If an option does not display in a list, it is likely that the patient does not have that

service or material option. All orders, including Medicare and Medicaid orders for all Versant Health groups can be placed using these instructions.

Note to DDOL ECPs: Follow the instructions in [Submitting a services and materials claim \(DDOL\)](#) or [Submitting a contact lens fitting and CL claim \(DDOL only\)](#) to submit your claims instead.

To submit a claim and materials order:

1. From the **Practitioner** drop-down list, choose the name of the ECP who performed the services for the claim.
2. On the **Orders / Claims** page, scroll down to the **Select Services Below** box.
3. Click the **Exam** and the **Frames** and **Spectacle Lens** check boxes, depending upon the patient's order and claim needs. The **Order/Claim** button displays.

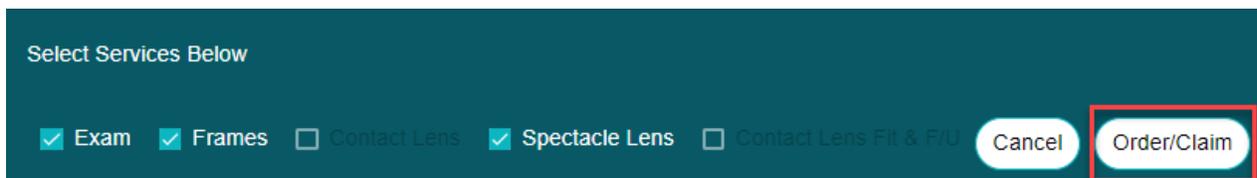


Figure 109. ECP Portal – Exam, Frames, and Spectacle Lenses Selected

A pop-up menu may prompt you to choose the type of order you are submitting. This prompt only displays when patients have multiple benefit types.

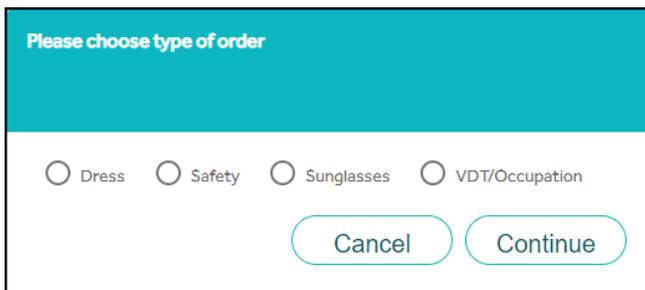


Figure 110. ECP Portal – Choose Type of Order Selection Box

If this type of message displays, choose the appropriate order type and click **Continue**.

Note: For some plans, you may also be prompted to explain if the patient is receiving same day service. Follow this same instruction

to complete that type of prompt.

4. Click the **Order/Claim** button to display the Exam tab.

Figure 111. ECP Portal – Exam Tab (Exam Claim and Materials Order)

Note: If you selected another service other than an exam, this page displays a Services tab, rather than Exam tab, but your entries are the same.

5. Complete the exam entries and selections as follows:

Fields with a red asterisk (*) require entries.

- **Dilation Eye Exam or Fundus Photography Performed**
Click **Yes** if dilation or Fundus photography was used in the patient’s treatment, or click **No** if otherwise. This selection is required.
- **Disease Reporting Diagnosis**
Use this drop-down list to choose any diseases that affect this patient’s health. Select the check box beside each disease that applies. Options include: **Abnormal Pupil, Cataract, Glaucoma, Hypercholesterol, Hypertension, Macular Degeneration, Type 1 Diabetes, Type 2 Diabetes, Unspecified Diabetes, or None.**
- **Is Member a Diabetic**
Click **Yes** if the member has a form of diabetes, or click **No** if otherwise. This selection is required.
Note: If you select **No**, an **Additional conditional list** drop-

down list displays so you can select other health conditions that may apply to the patient.

- **Please Enter Diagnosis Codes**

Type the first few characters of the diagnosis code that applies to this exam to display matching codes and click the code to select it from the list. An entry is required.

Note: You can add more diagnosis codes if you need them.

- **Please Enter Procedure Codes**

Type the first few characters of each procedure code needed for this service and materials. Then, click the appropriate entry to select it from the list. At least one entry is required, but choose all that apply.

Procedure Code Notes:

- *For Superior Vision patients only:* Use S codes only to identify services procedures in this field.
- *For Davis Vision patients only:* Enter five-digit CPT procedure codes only in this field. Typical options include:
 - **92002** – OPHTH Medical Exam and Evaluation Intermediate (New Patient)
 - **92004** – OPHTH Medical Exam and Evaluation Comprehensive (New Patient)
 - **92012** – OPHTH Medical Exam and Evaluation Intermediate (Established Patient)
 - **92014** – OPHTH Medical Exam and Evaluation Comprehensive (Established Patient)
 - **92015** – Determination Refractive State
- *For Medical Optometry claims (Superior Medicaid only):* When you are submitting a J procedure code, a new pop up box displays to allow you to enter the national drug code medication name that applies to this code. You can submit more than one J procedure code claim for this authorization over a six month period. (Superior Medicaid patients only.) This entry is required.

- **Axis**
Complete this entry based on the patient's prescription requirements. This entry is required.
- **Addition**
Complete this entry based on the patient's prescription, if needed.
- **Distance PD**
Complete this entry based on the patient's prescription requirements. This entry is required.
- **Near PD**
Complete this entry based on the patient's prescription requirements, if needed.
- **Height**
Complete this entry based on the patient's prescription requirements, if needed.

8. If prism entries are required, click the **Show Prism** button. The **Prism** fields display. Complete these entries as required by the patient's prescription. If the patient's glasses do not require this, continue to the next step.

The screenshot shows a form for prism entries. On the left is a rounded button labeled "Hide Prism". To its right are two rows of fields, one for "Right" and one for "Left". Each row contains two columns of fields: "Prism In/Out" and "Prism Up/Down". Each of these columns has a "Select One" dropdown menu followed by an empty text input box.

Figure 114. ECP Portal – Show Prism Fields

9. In the **Lab/Lens Information** section, choose the following:

Lab/Lens Information

Laboratory-Acct# *
Elite Optical - Rancho - 101237

Filter Lens Design Materials

Reset

Lens Type *
Single Vision

Job Type *
Lab Supplied Frame

Lens Material *	Lens Design *	Lens Tier *
Polycarbonate Clear	Single Vision	Base
Polycarbonate Polarized Brown 3	Single Vision	Base
Polycarbonate Polarized G-15	Single Vision	Base
Polycarbonate Polarized Gray 3	Single Vision	Base
Polycarbonate Total Blue	Single Vision	Base
Polycarbonate Total Blue Polar Gray	Single Vision	Base
Polycarbonate Trans 8 Graphite Green	Single Vision	Base
Polycarbonate Transitions 7 Amber	Single Vision	Base
Polycarbonate Transitions 7 Amethyst	Single Vision	Base
Polycarbonate Transitions 7 Emerald	Single Vision	Base

Figure 115. ECP Portal – Lab/Lens Information (Exam Claim and Materials Order)

- **Laboratory/Acct#**

Click this drop-down list and choose the lab for this order. This entry is required.

Note: If you do not see the lab you need, use the instructions in [Adding a new registered lab](#) to add it. If you register with a non-integrated lab, it can take up to 48 hours to complete the registration.

- **Lens Type**

Click the drop-down list to choose the lens type, lens material, lens design, and lens tier types appropriate for this patient’s order. Options in this list are based on the prescription information you entered. This entry is required.

- **Job Type**

Click this drop-down list and choose the job type for the frame associated with these lenses. This entry is required. Options include, **Uncut**, **Dress Frame to Come**, **Lab Supplied Frame**, **Safety Frame Package**, and **Safety - Frame to Come**. When you choose the job type, new lens and frame option fields display.

Note: If you select **Dress - Frame to Come** or **Safety - Frame to Come**, see the instructions in [Adding frame to come order details](#) before going to the next step. Then, return to this step to complete the order process.

- **Available Treatments**

From this list, you can select any billable service requests,

such as tint, scratch coating, and polished edges lens options that the order requires.

Services Note: Please enter any billable services requests here to avoid errors.

Another Note: Select the **Scratch Coat Protection plan** check box, whenever you select the scratch coat treatment option.

- **Treatment Comments to Lab**

Enter any lab instructions you have for the lab that affect the way these glasses are made.

IMPORTANT: Do not add any instructions that change the nature of the order here. Billable services requests should go in the **Available Treatments** field above so the lab applies them to the order correctly.

10. Use the Lens filter to select the lens tier, design, and material details for the patient's order.

- a. Type the search criteria in the entry field.
- b. Scroll through the matching entries to find the lens materials you want to order.
- c. Click the item in the list to select the lens materials.

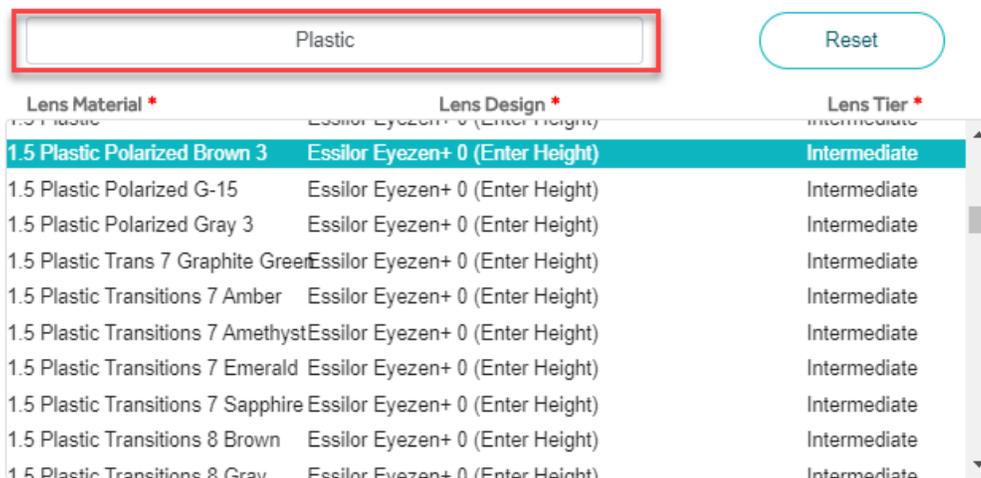


Figure 116. ECP Portal – Lens Material/Design/Tier Filter with Entry Field Highlighted

A confirmation message displays to remind you to check your prescription entries to ensure they match your materials.

Note: Click **Reset** to enter new search criteria.



Figure 117. ECP Portal – Lens Prescription Notice

11. When you have confirmed these values and completed these entries and selections, scroll down to the Frame Information section.

Figure 118. ECP Portal – Frame Information Section (Exam Claim and Materials Order)

12. Choose the frame options using the fields in the Frame Information section:

Note: If you select a frame that is out of stock, a warning message displays: *Selected Frame is Out of Stock, please select a different Frame.*

- **Frame not in the Catalog**

If you are sending a frame to the lab that is not in the lab's

catalog, click this check box to convert the frame fields into free form-fields so you can enter the frame details manually. Enter the frame specifications for the frame-to-come in the fields provided. See [Adding details to a frame to come order](#) for more information about completing a frame-to-come order.

- **Frame Source**

Lab Supplied is prefilled, based on the job type selection **Lab Supplied Frame**.

- Select one of the following:

- **SKU Number**

Enter the SKU number for the frame in this field. As you type the number, the portal searches the catalog for the frame and prefills the other entries (Manufacturer, Brand, Style, Color, Eye, and Temple Length) on the page.

or

- **Collection – tag-tier**

Use this field to select the frame by collection type tag or tier.

- **Manufacturer**

Start to type the name of the frame manufacturer in this field and select the option that matches from the list that displays. This entry is required.

- **Brand**

Start to type the brand name of the frame in this field and select the option that matches from the list that displays. This entry is required.

- **Model**

Start to type the model name of the frame in this field and select the option that matches from the list that displays. This entry is required.

- **Color**

Start to type the color of the frame in this field and select the option that matches from the list from the list that displays. This entry is required.

- **Eye Size**
Typically, this field prefills based on the options above, but you can type the eye size measurement in this field, if needed.
- **Temple Length**
Typically, the temple length for the frame you are sending in this field prefills based on the previous entries.
- **Frame Type**
Choose the frame type that matches the frame the patient selected. This entry is required.
- **Thickness Type**
Choose the thickness type for this frame or choose **Lab Decide Best Thickness** to allow the lab to assess the frame when the frame arrives.
- **Frame Measurements**
In this section, type the frame measurements in millimeters. The **A Box**, **B Box**, and **DBL** entries are required.

13. **Superior Vision Only:** There may be an **Import Trace File option**. To add a file, click the **Browse** button and attach the file you want to send with this order. The file cannot be larger than 20 MB and must be in one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.

Note: To change these settings and start over, click the **Reset** link.

14. When you have completed these Lens and Frame entries and selections, click **Next**. The Claims tab displays.

The screenshot shows the 'Claims' step of a four-step process. The 'Referring Practitioner Information' section includes a checkbox for 'Referring Provider same as Rendering Provider', NPI, First Name, Middle Name, and Last Name fields. The 'Service Date' is 10/26/2019, and 'Place of Service' is '11. Office'. A 'Please Enter Diagnosis Codes' dropdown shows 'Z01.00 - ENC...'. The 'Examination and Materials' table lists various HCPCS codes and their descriptions.

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92014	OPHTH MEDICAL XM&EVAL COMPRHNSV ESTAB PT 1/>		\$ 20.00	1	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary
V2020	FRAMES PURCHASES	NP	\$ 0	1	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary
V2100	SPHERE SINGLE VISION PLANO +/- 4.00 PER LENS	PL		2	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary
V2782	LENS INDX 1.54-1.65 PLSTC/1.60-1.79 GLASS LENS	SV		2	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary
V2799	VISION ITEM/SERVICE MISCELLANEOUS	IT		2	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary
V2761	Mirror coating, any type, solid, gradient or equal, any lens material, per lens	PL		2	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary
V2760	SCRATCH RESISTANT COATING PER LENS	MV		2	Z01.00 - ENC EXAM EYES VISION W/O ABNRM FIND Primary

Total U&C Charges: \$20.00

* Indicates Required

Buttons: Back, Cancel, Next (highlighted)

Figure 119. ECP Portal – Claims Tab (Exam Claim and Materials Order)

15. Complete the Claim entries as appropriate for this claim/order:
Fields with a red asterisk (*) require entries.

- **Referring Provider same as Rendering Provider**
Click this check box if this is applicable.
- **Referring Eye Care Professional Info**
Enter the Referring Provider’s NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information may not apply to this claim, but is required for Medicaid orders.
- **Place of Service**
In this drop-down list, choose the appropriate location of the exam. **Office** is selected by default, but you can also choose other options. See the [Place of Service Appendix](#) for a complete list. This entry is required.

Note: If the service was conducted remotely, select **02** for Telehealth.

- In the **Diagnosis Codes** section, enter any additional diagnosis codes associated with this exam. The code(s) you entered in the previous section appear in the box.

16. **Superior Vision only:** To upload a file associated with this claim:

Note: Typically, this option is used by Superior ECPs only.

- a. Click the **Browse** button to attach the file from your system. The file cannot be larger than 20 MB and be one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg, or txt.
- b. Click the file you need to upload and click **Upload File**. The system uploads your file and adds it to the claim.

17. Scroll down to the **Examination and Materials** section and complete the fields as necessary to accurately complete the claim/order. Fields with a red asterisk (*) require entries.

- **Modifiers**

Enter the modifiers that apply to the exam or material codes listed. For some materials and prescriptions, modifiers display automatically based on the options you chose.

Note: For telehealth service claims, use the specific modifiers and place-of-service combinations as defined by state Medicaid or managed care programs. This will ensure successful payment.

- **Usual and Customary Charges**

Enter the charges for the service or materials listed at the left. This entry is required for the fields where entries are enabled.

- **Units**

Enter the units for the services and materials that are listed at the left. This entry is required, if it is enabled.

- **Diagnosis Codes**

If you entered one diagnosis code, the code you entered displays in this field. When there is a primary diagnosis code applicable to a service or material, click the **Primary** link to choose the primary diagnosis code. This entry is required.

18. Review your order/claim carefully and click **Next** to display the Review & Submit tab.

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

Order Summary

PO #: 359C6CA4184F490	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
Submitted On: 10/31/2019		NPI: Name: TAX ID:	NPI: Name: Medical ID:	Acct#: 100473 Address: 952 TROY SCHENECTADY RD, LATHAM, NY, 12110	VERSANT Elite Optical - Sacramento 9901 Horn Road, CA, 95827, (800) 556-5502.
Place of Service: 11	The New York State Vision Plan				
Service Date: 10/31/2019					

Lens Prescription

Sphere	Cylinder	Axis	Dist. PD	Base 1	Prism 1	Job Type	Lens Type	Treatments
RE: +10	-5	1	20	In	5	Lab Supplied Frame	SingleVision	Scratch Coat
LE: +10	-5	1	20	In	5			

Design	Material
Shamir Autograph II Attitude SV	1.5 Plastic

Frame Information

Frame Source	Manufacturer	Brand	Model	Color	Eye Size	Temple Length	SKU Number	Frame Type
Lab Supplied	COLLECTION FRAMES	COLLECTION FRAMES	DOV502	BROWN	54	140	1274828	Industrial Edge

A Box	B Box	DBL	ED
54	30	19	0

Examination and Materials

Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92012	OPHTH MEDICAL XM&EVAL INTERMEDIATE ESTAB PT		\$45.00	1	• H02.022 - Primary
V2020	FRAMES PURCHASES	DS	\$0.00	1	• H02.022 - Primary
V2100	SPHERE SINGLE VISION PLANO +/- 4.00 PER LENS	PL	\$0.00	2	• H02.022 - Primary
V2799	VISION ITEM/SERVICE MISCELLANEOUS	IT	\$0.00	2	• H02.022 - Primary
V2760	SCRATCH RESISTANT COATING PER LENS	ST	\$0.00	2	• H02.022 - Primary
V2760	SVScratchResistantCoatingProtection	SV	\$0.00	2	• H02.022 - Primary

Total U&C Charges: \$45.00

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

Back
Cancel
Submit Order

Figure 120. ECP Portal – Review & Submit Tab (Exam Claim and Materials Order)

19. Review the claim and click the standard disclaimer check box.

20. Continue based on your review:

- **To make changes to the claim/order**, click the **Back** button to return to an earlier page. Edit the fields you want to correct and click **Next** until you return to this page.
- **To cancel this claim/order**, click the **Cancel** button and click **Leave Page** at the prompt.
- **To submit the claim/order**, click **Submit Order**.
A confirmation message displays.

21. To continue working, click **OK**.

Note: After the lab receives your order (status: **Order Received**), the **Lab reference number** appears on the Order Summary. This is the number you should use to refer to the order when speaking with the lab.

The screenshot shows a green banner at the top with a white checkmark icon and the text "Your Order Has Been Successfully Received By The Lab." Below the banner is a "Print" button. The main content area is titled "Summary" and contains a table with the following information:

PO #:	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
1111111111		NPI: [Redacted] Name: [Redacted] TAX ID: [Redacted]	NPI: [Redacted] Name: [Redacted] Medical ID: [Redacted]	Acct#: [Redacted] Address: [Redacted]	VERSANT Milroy Optical - Tampa 5067 Savarese Circle, FL, 33634, (800) 366-2702,
Lab Reference #: 2222222222					
Submitted On: 07/22/2020					
Place of Service: 11	The New Vision Plan				
Service Date: 07/22/2020					

Below the table is the text "Lens Prescription".

Figure 121. ECP Portal – Order Summary with Lab reference number highlighted

22. If the order has a frame to come component, click **Print** and send the frame with the packing slip to the lab you selected.

Adding details to a frame to come order

If the lab is making the lenses and you are sending the frame (a “frame to come” order), the lab needs to know the specifications of the frame to ensure a good fit. In the instructions below, you specify the lens information and then the frame to come information below it.

When you have completed the instructions below, make sure you print the packing slip and wrap it with the frame you are sending in the same package before you send it to your selected lab.

To add “frame to come” details to an order:

1. Follow the instructions for [Submitting an exam claim and materials order](#) or [Submitting a materials-only order](#) until you get to the **Job Type** drop-down list and select **Dress-** or **Safety-Frame to Come** option. The Lab/Lens Information fields display.

The screenshot shows the 'Lab/Lens Information' form in the ECP Portal. The form is titled 'Lab/Lens Information' and contains several fields and sections:

- Laboratory-Acct# ***: A dropdown menu with 'Elite Optical - Rancho - 101209' selected.
- Lens Material ***: A text input field containing '1.67 POLARIZED BROW'.
- Lens Design ***: A dropdown menu with 'Shamir Relax' selected.
- Lens Tier ***: A dropdown menu with 'Intermediate' selected.
- Lens Type ***: A dropdown menu with 'Single Vision' selected.
- Job Type ***: A dropdown menu with 'Dress - Frame To Come' selected.
- Available Treatments (Click Once to Add) (i)**: A list of treatments with plus signs next to them:
 - Crizal Easy UV
 - Double Grad Mirror
 - Edge Roll and Polish
 - Gradient Mirror
 - High Luster Polish
- Selected Treatments (Click Once to Remove)**: An empty list with a 'Reset' link.
- Scratch Coat Protection

Figure 122. ECP Portal – Eyewear Tab – Lab/Lens Information (Frame to Come Job Type)

2. Here, you select or enter the lens details needed for the order:
Fields with a red asterisk (*) require entries.

- **Laboratory/Acct#**

Click this drop-down list and choose the lab for this order. This entry is required.

Note: If you do not see the lab you need, use the instructions in

[Adding a new registered lab](#) to add it. If you register with a non-integrated lab, it can take up to 48 hours to complete the registration.

- **Lens Type**

Click the drop-down list to choose the lens type, lens material, lens design, and lens tier types appropriate for this patient's order. Options in this list are based on the prescription information you entered. This entry is required.

- **Job Type**

Choose either **Dress Frame to Come or Safety - Frame to Come**. When you choose the job type, new lens and frame option fields display.

- **Available Treatments**

From this list, you can select any billable service requests, such as tint, scratch coating, and polished edges lens options that the order requires.

Note: Please enter any billable services requests here to avoid errors.

Another Note: Select the **Scratch Coat Protection plan** check box, whenever the order calls for scratch coat treatment.

- **Treatment Comments to Lab**

Enter any lab instructions you have for the lab that affect the way these glasses are made.

IMPORTANT: Do not add any instructions that change the nature of the order here. Billable services requests should go in the **Available Treatments** field above so the lab applies them to the order correctly.

When these entries are complete, scroll down to the **Frame Information** section.

3. Choose the frame details for the order using the fields in this section. For most fields, as you start typing, options will appear for you to select. Fields with a red asterisk (*) require entries.

- **Frame not in the Catalog**

If you are sending a frame to the lab that is not in the lab's catalog, click this check box to convert the drop-down list fields

into free form-entry fields so you can enter the frame details manually. Use the following field to enter the frame to come specifications: **Manufacturer**, **Brand**, **Model**, **Color**, **Eye Size**, and **Temple Length**.

Frame Information

Frame not in the Catalog

Frame Source *
Doctor Supplied

Manufacturer
Enter Manufacturer

Brand
Enter Brand

Model *
Enter Model

Color *
Enter Color

Eye Size *
Enter EyeSize

Temple Length *
Enter TempleLength

Frame Type *
Grooved Rimless

Thickness Type *
Lab Decide Best Thickness

Figure 123. ECP Portal – Frame not in Catalog Field Options

- **Frame Source**
Doctor Supplied is prefilled due to your **Frame to Come** job type selection. This may be Patient Supplied, for some Not in Catalog orders.
- **Manufacturer**
Start to type the name of the frame manufacturer in this field and select the option that matches from the list that displays. This entry is required.
- **Brand**
Start to type the brand name of the frame in this field and select the option that matches from the list that displays. This entry is required.
- **Model**
Start to type the model name of the frame in this field and select the option that matches from the list that displays. This entry is required.
- **Color**
Start to type the color of the frame in this field and select the option that matches from the list from the list that displays. This entry is required.

- **Eye Size**
Typically, this field prefills based on the options above, but you can type the eye size measurement in this field, if needed.
- **Temple Length**
Typically, the temple length for the frame you are sending in this field prefills based on the previous entries.
- **Frame Type**
Choose the frame type that matches the frame the patient selected. This entry is required.
- **Thickness Type**
Choose the thickness type for this frame or choose **Lab Decide Best Thickness** to allow the lab to assess the frame when the frame arrives.
- **Frame Measurements**
In this section, type the frame measurements in millimeters. The **A Box**, **B Box**, and **DBL** entries are required.

Note: If you decide you want to change all of these settings and start over, click the **Reset** link to reset these fields.

4. **Superior orders only:** There may be an **Import Trace File option**. To import the trace file, click the **Browse** button and select the file you want to upload to this order from your system. **Note:** This file cannot be larger than 20 MB and must be one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.
5. Continue based on your order:
 - **If you do not need base curve and optical center entries,** continue to the next step.

The screenshot shows a form titled "Additional Information" with a close button in the top right corner. The form is organized into several sections:

- Base Curve:** Two input fields labeled "Right" and "Left".
- Optical Center:** Two input fields labeled "Right" and "Left".
- Equithinning:** A dropdown menu currently showing "Lab Decides".
- Equithin:** A text input field.
- Balance:** A dropdown menu currently showing "None".
- Special Instructions:** A text area with the note: "Special Instructions - This field must be reviewed manually and will delay order processing when used."

At the bottom right, there are three buttons: "Back", "Cancel", and "Next". A red asterisk with the text "*Indicates Required" is located above the "Next" button.

Figure 124. ECP Portal – Additional Information (Frame to Come Job Type)

- **If you have base curve and optical center entries**, click the **Additional Information** button. The Additional Information box displays.
 - Complete the applicable field entries for this order, including any special instructions that pertain to the base curve, optical center, equithinning, and balance requirements.
 - In the **Equithinning** field, if you select the **Enter Value** option, you must enter a value between **0 – 99.97** in the **Equithin** field.
 - Use the **Special Instructions** field for directions that pertain to the additional information settings you enter here.

Important: The **Special Instructions** field cannot be used for billable services, such as tint, scratch coating, and polished edges or other services for which Essilor would charge an additional fee. Requests for billable services should be entered in the **Available Treatments** field instead.

6. When you have completed these entries on the **Frame to Come** order, follow the remaining steps to submit the order.
7. Wait for the submission to be received by the lab so the Print packing slip button enables. A new message displays:

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

The screenshot shows a green banner at the top with a white checkmark icon and the text "Your Order Has Been Successfully Received By The Lab." Below the banner, on the right side, is a "Print" button highlighted with a red rectangle. Below the banner is a white box containing a summary of order details. At the bottom left of this box, the text "Lens Prescription" is visible.

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

Summary

PO #: 1111111111	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
Lab Reference #: 222222222		NPI: [Redacted]	NPI: [Redacted]	Acct#: [Redacted]	VERSANT Miroy Optical - Tampa
Submitted On: 07/22/2020		Name: [Redacted]	Name: [Redacted]	Address: [Redacted]	5067 Savarese Circle, FL, 33634,
Place of Service: 11	The New Vision Plan	TAX ID: [Redacted]	Medicaid ID: [Redacted]		(800) 366-2702,
Service Date: 07/22/2020					

Lens Prescription

Figure 125. ECP Portal – Order Summary with Print packing slip button enabled

Note: After the lab receives your order (status: **Waiting for Frame**), the **Lab reference number** displays in the Order Summary. Use this number to refer to the order when you discuss it with the lab.

- Click **Print packing slip** button to produce the frame’s packing slip and send it with the frame to the lab.

Note: Lost your packing slip? No problem. Go to the Order/Claim Summary page and click the **PO/Order Number** link to print a new one.

- Then return to the task you began with:
 - If you came from *Submitting an exam claims and materials order*, click [here](#).
 - If you came from *Submitting a materials-only order*, click [here](#).

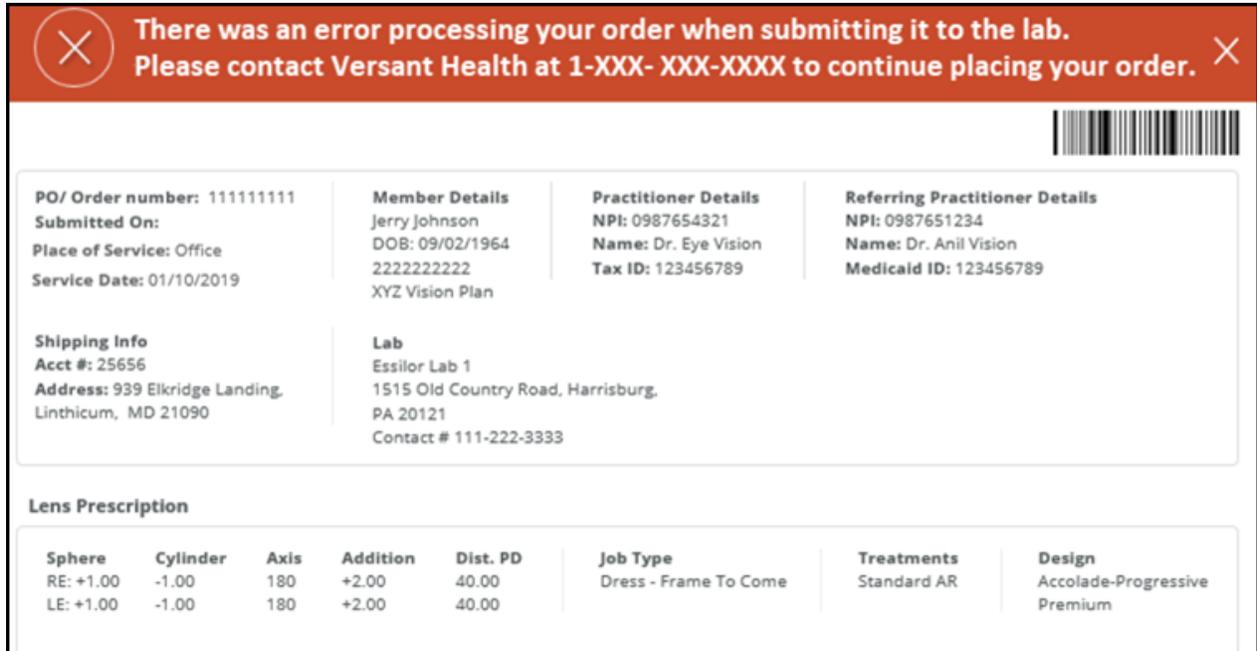
Tip: If you would prefer to print all your frame to come packing slips all at once, use the print buttons on the Orders/Claims History page. You can also access and print these records by selecting the **Print packing slip** button on the Portal Dashboard.

Search/ Filter below for Claims - Last 4 years of history Orders - From <MM/DD/YYYY>								
Member Information		Claim Summary		Orders Summary				
Member information	Provider Details	Claim Number	Claim Status	PO/ Order Number	Submitted On	Lab	Order Status	
Ashley Smith 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	ABC1234 MM/DD/YYYY	Pending 01/10/2019	ABC1234	01/10/2019	Essilor Lab 1	Waiting for Information from Provider 01/10/2019	
Rong Chang 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	ABC1234 MM/DD/YYYY	Pending 01/10/2019	ABC1234	01/10/2019	Essilor Lab 1	Waiting for Information from Provider 01/10/2019	
Anthony Miller 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	ABC1234 MM/DD/YYYY	Pending 01/10/2019	ABC1234	01/10/2019	Essilor Lab 1	Waiting for Frame 01/10/2019	Print packing slip
Oliva Davis 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	ABC1234 MM/DD/YYYY	Pending 01/10/2019	ABC1234	01/10/2019	Essilor Lab 1	Waiting for Frame 01/10/2019	Print packing slip
Jerry Johnson 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	ABC1234 MM/DD/YYYY	Draft Action Required 01/10/2019	ABC1234	01/10/2019	Essilor Lab 1	Under review 01/10/2019	
Tom Cruse 09/02/1970 (222222222)	Dr. Allan Shaeffer 123546987 (Superior Plan)	ABC1234 MM/DD/YYYY	Preparing your Order 01/10/2019	ABC1234	01/02/2019	Essilor Lab 1	Preparing your Order 01/10/2019	

Figure 126. ECP Portal – Orders/Claims History Page with Print buttons

Handling frame to come errors

If the order does not process successfully, the order has a status of **Under Review** and an error message like this displays:



There was an error processing your order when submitting it to the lab. Please contact Versant Health at 1-XXX-XXX-XXXX to continue placing your order.

Barcode: [Barcode]

PO/ Order number: 111111111 Submitted On: Place of Service: Office Service Date: 01/10/2019	Member Details Jerry Johnson DOB: 09/02/1964 222222222 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
RE: +1.00	-1.00	180	+2.00	40.00	Dress - Frame To Come	Standard AR	Accolade-Progressive Premium
LE: +1.00	-1.00	180	+2.00	40.00			

Figure 127. ECP Portal – Error Message

For orders with errors, there is no **Lab reference number** in the order summary. To complete your order, contact Versant Health (the appropriate phone number will display in the message).

Adding safety frame package details (Davis Vision only)

Safety package options only display when a patient has safety benefits in their benefit plan. Here are some safety frame and lens package details you should keep in mind:

- When you place an order for a safety package in the Eyewear tab (by selecting the **Safety Glass Package** or **Safety - Frame to Come** job types), the portal will only display safety lenses and frame options.
- When you select the **Non-Conductive** check box, only non-conductive safety options display.

- For safety frames, you cannot add an **ED** field entry.
- Safety package options are now available through both the Newtown Square Lab (NTS) and the Essilor labs.

Important: Versant Health requires that doctor-supplied safety frames submitted to our sponsored labs be ANSI-approved and ANSI-marked safety frames.

Submitting a services and materials claim (DDOL)

The instructions in this section build on the instructions in [Beginning a claim or order](#) and apply when you are ready to choose the order or claim details. These instructions start from the last step of that section and assume you are sending the frame after submitting the order, when applicable.

To submit a claim and materials order:

1. From the **Practitioner** drop-down list, choose the name of the ECP who performed the services for the claim.
2. On the **Orders / Claims** page, scroll down to the **Select Services Below** box.
3. Click the **Exam** and the **Frames** and **Spectacle Lens** check boxes, depending upon the patient's claim needs. The **Claim** button displays.

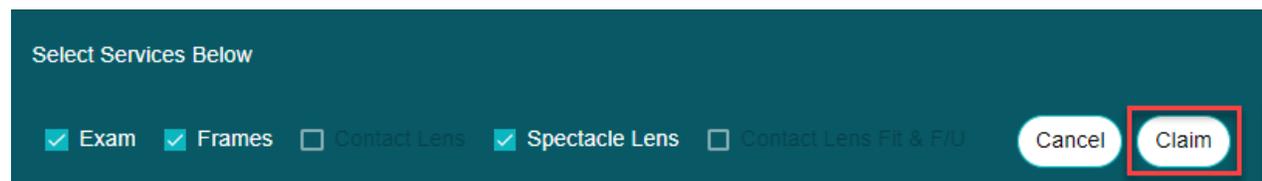


Figure 128. ECP Portal – Exam, Frames, and Spectacle Lenses Selected

A popup menu may prompt you to choose the type of order you are submitting. This prompt only displays when patient's have multiple benefit types.

Figure 129. ECP Portal – Choose Type of Order Selection Box

If this type of message displays, choose the appropriate order type and click **Continue**.

Note: For some plans, you may also be prompted to explain if the patient is receiving same day service. Follow this same instruction to complete that type of prompt.

4. Click the **Claim** button to display the Exam tab.

Figure 130. ECP Portal – Exam Tab (Exam and Materials Claim) DDOL

5. Complete the exam entries and selections as follows:
Fields with a red asterisk (*) require entries.

- **Dilation Eye Exam or Fundus Photography Performed**
Click **Yes** if dilation or Fundus photography was used in the patient’s exam or service, or click **No** if otherwise. This selection is required.
- **Disease Reporting Diagnosis**
Use this drop-down list to choose any diseases that affect this patient’s health. Select the check box beside each disease

that applies. Options include: **Abnormal Pupil, Cataract, Glaucoma, Hypercholesterol, Hypertension, Macular Degeneration, Type 1 Diabetes, Type 2 Diabetes, Unspecified Diabetes, or None.**

- **Is Member a Diabetic**

Click **Yes** if the member has a form of diabetes, or click **No** if otherwise. This selection is required.

Note: If you select **No**, an **Additional conditional list** drop-down list displays so you can select other health conditions that may apply to the patient.

- **Please Enter Diagnosis Codes**

Type the first few characters of the diagnosis code that applies to this exam to display matching codes and click the code to select it from the list. An entry is required.

Note: You can add more diagnosis codes if you need them.

- **Please Enter Procedure Codes**

Type the first few characters of each procedure code needed for this service and materials. Then, click the appropriate entry to select it from the list. At least one entry is required, but choose all that apply.

Procedure Code Notes:

- *For Superior Vision patients only:* Use S codes only to identify services procedures in this field.
- *For Davis Vision patients only:* Enter five-digit CPT procedure codes only in this field. Typical options include:
 - **92002** – OPTH Medical Exam and Evaluation Intermediate (New Patient)
 - **92004** – OPTH Medical Exam and Evaluation Comprehensive (New Patient)
 - **92012** – OPTH Medical Exam and Evaluation Intermediate (Established Patient)
 - **92014** – OPTH Medical Exam and Evaluation Comprehensive (Established Patient)
 - **92015** – Determination Refractive State

6. When you have completed your entries, click **Next**.

The Eyewear tab displays.

Note: Some of the Eyewear tab selections depend upon whether you are submitting a claim for a Davis Vision or Superior Vision patient. Continue based on the type of claim you are submitting:

- [Submitting a material claim for a Davis Vision patient \(DDOL\)](#)
- [Submitting a material claim for a Superior Vision patient \(DDOL\)](#)

Submitting a material claim for a Davis Vision patient (DDOL)

These instructions assume you are coming from the [Submitting a services and materials claim \(DDOL\)](#) instructions and are submitting a materials claim for a Davis Vision patient. Continue on to the next step.

Exam 2 Eyewear 3 Claims 4 Review & Submit

How to Order?

Lens and Frame Information

Frame Manufacturer: Test

Frame Style: Test

SKU Number: 123456789

Additional Options Information

Spectacle Lens Type: Single Vision Bifocal Trifocal Progressive

Progressive Standard

Photochromic Tint ARC - Premium ARC - Standard

ARC - Ultimate ARC - Ultra EBS BlueLight Filtering Ultra Violet UV

SRC Scratch Coating Mirror Polarized Lens Oversized 57mm & Up

Hillindex < 1.74 Hillindex >= 1.74 Poly - Adult Trivex

Edge Polish High Luster Edge Polish Intermediate Vision Rimless Drill

Roll & Polish Roll Edge Slab Off Specialty Lenses (Myodisc, Lenticular, Supermodule)

*Indicates Required

Figure 131. ECP Portal – Eyewear Tab (Exam and Materials Claim) DDOL – Davis Vision Member

1. At the top of the Eyewear tab, complete the entries and selections to identify the materials you are submitting the claim for.

- **Frame Manufacturer**
Enter this information if it is applicable. This entry is not required.
- **Frame Style**
Enter this information if it is applicable. This entry is not required.
- **Frame SKU**
Enter this information. This entry is not required.

2. Scroll down to the next section to choose the lens type information and lens options.

The screenshot shows a progress bar at the top with four steps: Exam (1, green checkmark), Eyewear (2, blue circle), Claims (3, grey circle), and Review & Submit (4, grey circle). Below the progress bar is a 'How to Order?' link. The main form is divided into two sections: 'Lens and Frame Information' and 'Additional Options Information'. The 'Lens and Frame Information' section contains three input fields: 'Frame Manufacturer' (containing 'Test'), 'Frame Style' (containing 'Test'), and 'SKU Number' (containing '123456789'). The 'Additional Options Information' section features a 'Spectacle Lens Type' section with radio buttons for 'Single Vision', 'Bifocal', 'Trifocal', and 'Progressive' (selected). A dropdown menu next to 'Progressive' is set to 'Progressive Standard'. Below this are several columns of checkboxes for various lens options, including Photochromic, ARC - Ultimate, SRC Scratch Coating, HiIndex < 1.74, Edge Polish, Roll & Polish, Tint, ARC - Ultra, Mirror, HiIndex >= 1.74, High Luster Edge Polish, Roll Edge, ARC - Premium, EBS BlueLight Filtering, Polarized Lens, Intermediate Vision, Slab Off, ARC - Standard, Ultra Violet UV, Oversized 57mm & Up, Trivex, Rimless Drill, and Speciality Lenses (Myodisc, Lenticular, Supermodule). A red asterisk '*Indicates Required' is located at the bottom right of the form.

Figure 132. ECP Portal – Eyewear Tab (Exam and Materials Claim) DDOL – Davis Vision Member

3. Complete the selections in this list, based on the materials provided to the Davis Vision patient.

- **Spectacle Lens Type**
Click the radio button of the lens type provided. Options include: **Single Vision**, **Bifocal**, **Trifocal**, and **Progressive**. If you select **Progressive**, choose the type of progressive lens that was provided from the drop-down list. Options include: **Standard**, **Premium**, **Ultra**, or **Ultimate**.

- **Additional Options Information**

Choose the lens options that were added to the lenses.
Choose all that apply.

4. When you have completed these entries, scroll to the bottom of the page and click **Next**. The Claims tab displays.

Referring Practitioner Information

Referring Provider same as Rendering Provider

NPI:

First Name: Middle Name:

Last Name:

Service Date: 11/18/2020 Place of Service: 11. OFFICE

Please Enter Diagnosis Codes: E08.29 - D...

Examination and Materials

Please select the HCPCS Code based on the Prescription range.
*Note: When applicable, enter the total U&C charge for the line. Do not multiply with Days or Units.

HCPCS Codes	Description	Modifier	U&C charges*	Day(s) or Unit(s)*	Diagnosis Codes
92014	OPHTH MEDICAL XM&EVAL COMPRHNSV ESTAB PT 1/>		\$ 40	1	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
V2020	FRAME PURCHASES	NP	\$ 100	1	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
V2781	PROGRESSIVE LENS PER LENS	ST	\$ 200	2	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
V2744	TINT PHOTOCHROMATIC PER LENS	PP	\$ 50	2	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
V2750	ANTIREFLECTIVE COATING PER LENS	UX	\$ 20	2	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
V2760	SCRATCH RESISTANT COATING PER LENS	NP	\$ 2-	2	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
V2299	SPECIALTY BIFOCAL	NP	\$ 30	2	E08.29 - DM D/T UNDERLY COND W/OTH DIABETIC.KIDNEY COMP Primary
Total U&C Charges:					

* Indicates Required

Back Cancel Next

Figure 133. ECP Portal – Claims Tab (Exam and Materials Claim) DDOL – Davis Vision Member

5. Complete the claims entries as required based on the exam and materials entries you have already selected.

- **Referring Provider same as Rendering Provider**

Click this check box if this is applicable.

- **Referring Eye Care Professional Info**

Enter the Referring Provider’s NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information may not apply to this claim, but is required for Medicaid orders.

- **Place of Service**
In this drop-down list, choose the appropriate location of the exam. **Office** is selected by default, but you can also choose from a wide range of options. See the [Place of Service Appendix](#) for a complete list. This entry is required.
 - In the **Diagnosis Codes** section, enter any additional diagnosis codes associated with this exam. The code(s) you entered in the previous section appear in the box.
6. Scroll down to the **Examination and Materials** section and complete the fields as necessary to accurately complete the claim/order. Fields with a red asterisk (*) require entries.
- **CPT/HCPCS Codes**
Choose the appropriate codes for the materials you are supplying, when applicable. This selection is required.
 - **Modifiers**
Enter the modifiers that apply to the exam or material codes listed. For some materials and prescriptions, modifiers display automatically based on the options you chose.
 - **Usual and Customary Charges**
Enter the charges for the service or materials listed at the left. This entry is required for the fields where entries are enabled.
 - **Units**
Enter the units for the services and materials that are listed at the left. This entry is required, if it is enabled.
 - **Diagnosis Codes**
If you entered one diagnosis code, the code you entered displays in this field. When there is a primary diagnosis code applicable to a service or material, click the **Primary** link to choose the primary diagnosis code. This entry is required.
7. Review your order/claim carefully and click **Next** to display the Review & Submit tab.

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

Summary

Submitted On: 11/18/2020	Member Details RIEGEL ROPP DOB: 12/24/1955 2067465577 MEMBER, SPOUSE, DEPENDENTS	Practitioner Details NPI: 1407824139 Name: SARA MACH TAXID: 371265227	Referring Practitioner Details NPI: 1407824139 Name: SARA MACH Medicaid ID:	Shipping Info Acct#: Address: 8885 LADUE RD, SAINT LOUIS, MO, 63124
---------------------------------	---	---	---	---

Common Diseases/Additional Conditional List

Common Diseases: 32363 - Glaucoma
Additional Conditional List: 32410 - Corneal Ulcer

Examination and Materials Dilation Performed: Yes

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92014	OPHTH MEDICAL XM&EVAL COMPRHNSV ESTAB PT 1/>		\$40.00	1	• E08.29 - Primary
V2020	FRAME PURCHASES	NP	\$100.00	1	• E08.29 - Primary
V2781	PROGRESSIVE LENS PER LENS	ST	\$200.00	2	• E08.29 - Primary
V2744	TINT PHOTOCROMATIC PER LENS	PP	\$50.00	2	• E08.29 - Primary
V2750	ANTIREFLECTIVE COATING PER LENS	UX	\$20.00	2	• E08.29 - Primary
V2760	SCRATCH RESISTANT COATING PER LENS	NP	\$20.00	2	• E08.29 - Primary
V2299	SPECIALTY BIFOCAL	NP	\$30.00	2	• E08.29 - Primary

Total U&C Charges: \$460.00

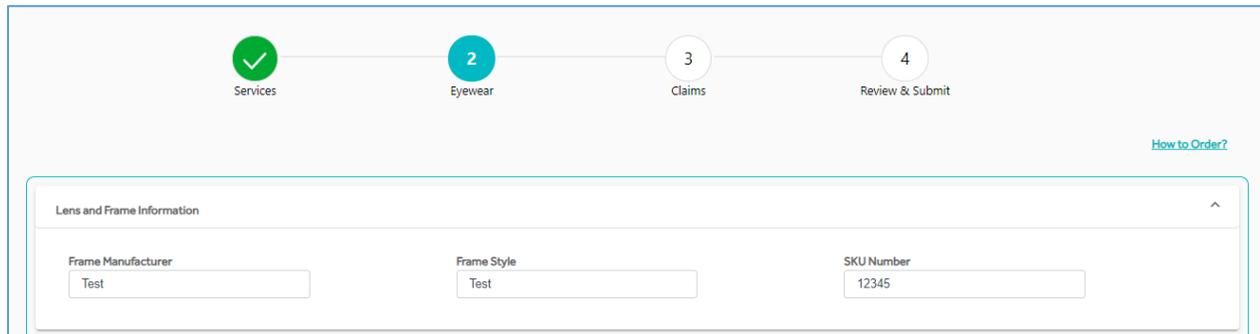
Insured's or Authorized Person's Signature I authorize payment of medical benefits to the undersigned physician or supplier for services described above.

Figure 134. ECP Portal – Review & Submit Tab (Exam and Materials Claim) DDOL

8. Review the claim and click the standard disclaimer check box.
9. Continue based on your review:
 - **To make changes to the claim**, click the **Back** button to return to an earlier page. Edit the fields you want to correct and click **Next** until you return to this page.
 - **To cancel this claim**, click the **Cancel** button and click **Leave Page** at the prompt.
 - **To submit the claim**, click **Submit Claim**. A confirmation message displays.
10. Click **OK** to continue.

Submitting a material claim for a Superior Vision patient (DDOL)

These instructions assume you are coming from the [Submitting a services and materials claim \(DDOL\)](#) instructions and are submitting a materials claim for a Davis Vision patient. Continue on to the next step.



The screenshot shows a progress bar at the top with four steps: 1. Services (checked), 2. Eyewear (active), 3. Claims, and 4. Review & Submit. Below the progress bar is a form titled "Lens and Frame Information" with three input fields: "Frame Manufacturer" (containing "Test"), "Frame Style" (containing "Test"), and "SKU Number" (containing "12345"). A "How to Order?" link is visible in the top right corner of the form area.

Figure 135. ECP Portal – Eyewear Tab (Exam and Materials Claim) DDOL – Superior Vision Member

1. At the top of the Eyewear tab, complete the entries and selections to identify the materials you are submitting the claim for.
 - **Frame Manufacturer**
Enter this information if it is applicable. This entry is not required.
 - **Frame Style**
Enter this information if it is applicable. This entry is not required.
 - **Frame SKU**
Enter this information. This entry is not required.
2. Scroll down to the next section to choose the lens type information and lens options.

Figure 136. ECP Portal – Eyewear Tab (Exam and Materials Claim) DDOL – Superior Vision Member

- **Spectacle Lens Type**
Choose the appropriate radio button based on the materials provided. Options include Single Vision, Bifocal, Trifocal, and Progressive.
 - **Additional Optional Information**
Type the procedure codes for the lens options provided for the glasses by typing the first few characters and selecting the appropriate code from the list. Enter all codes that apply.
3. There may be an **Import Trace File option**. To import the trace file, click the **Browse** button and select the file you want to upload to this order from your system.
Note: This file cannot be larger than 20 MB and must be one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.
 4. When you have completed these selections and entries, click **Next** to continue. The Claims tab displays.

Services ✓ Eyewear ✓ **3** Claims Review & Submit 4

Referring Practitioner Information

Referring Provider same as Rendering Provider

NPI

First Name Middle Name

Last Name

Service Date: 11/18/2020 Place of Service * 11. OFFICE

Please Enter Diagnosis Codes *

A55 - CHL...

Upload

Upload File

Examination and Materials

(i) Please select the HCPCS Code based on the Prescription range.
*Note: When applicable, enter the total U&C charge for the line. Do not multiply with Days or Units.

HCPCS Codes	Description	Modifier	U&C charges*	Day(s) or Unit(s)*	Diagnosis Codes
92002	OPHTH MEDICAL XM&EVAL INTERMEDIATE NEW PT	<input type="text"/>	\$ 50	1	A55 - CHLAMYDIAL LYMPHOGRANULOMA VENEREUM Primary
V2020	FRAME PURCHASES	<input type="text"/>	\$ 100	1	A55 - CHLAMYDIAL LYMPHOGRANULOMA VENEREUM Primary
V2744	TINT PHOTOCHROMATIC PER LENS	<input type="text"/>	\$ 50	1	A55 - CHLAMYDIAL LYMPHOGRANULOMA VENEREUM Primary
V2781	Progressive	<input type="text"/>	\$ 150	2	A55 - CHLAMYDIAL LYMPHOGRANULOMA VENEREUM Primary
Total U&C Charges: \$350.00					

* Indicates Required

Figure 137. ECP Portal – Claims Tab (Exam and Materials Claim) DDOL – Superior Vision Member

5. Complete the claims entries as required based on the exam and materials entries you have already selected.

- **Referring Provider same as Rendering Provider**
Click this check box if this is applicable.
- **Referring Eye Care Professional Info**
Enter the Referring Provider’s NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information may not apply to this claim, but is required for Medicaid orders.
- **Place of Service**
In this drop-down list, choose the appropriate location of the exam. **Office** is selected by default, but you can also choose

- from a wide range of options. See the [Place of Service Appendix](#) for a complete list. This entry is required.
- In the **Diagnosis Codes** section, enter any additional diagnosis codes associated with this exam. The code(s) you entered in the previous section appear in the box.
6. Scroll down to the **Examination and Materials** section and complete the fields as necessary to accurately complete the claim/order. Fields with a red asterisk (*) require entries.
- **CPT/HCPCS Codes**
Choose the appropriate codes for the materials you are supplying, when applicable. This selection is required.
 - **Modifiers**
Enter the modifiers that apply to the exam or material codes listed. For some materials and prescriptions, modifiers display automatically based on the options you chose.
 - **Usual and Customary Charges**
Enter the charges for the service or materials listed at the left. This entry is required, if it is enabled.
 - **Units**
Enter the units for the services and materials that are listed at the left. This entry is required, if it is enabled.
 - **Diagnosis Codes**
If you entered one diagnosis code, the code you entered displays in this field. When there is a primary diagnosis code applicable to a service or material, click the **Primary** link to choose the primary diagnosis code. This entry is required.
7. Review your order/claim carefully and click **Next** to display the Review & Submit tab.

*To calculate Member Out of Pocket, please refer to [Member's Detailed Benefits](#) page

Summary

Submitted On: 11/18/2020	Member Details [REDACTED] SV TEXAS ERS	Practitioner Details NPI: [REDACTED] Name: [REDACTED] TAX ID: [REDACTED]	Referring Practitioner Details NPI: [REDACTED] Name: [REDACTED] Medicaid ID:	Shipping Info Acct#: Address: 1950 WENTZVILLE PKWY, WENTZVILLE, MO, 63385
--------------------------	--	---	---	---

Common Diseases/Additional Conditional List

Common Diseases: 32363 - Glaucoma
Additional Conditional List: 32410 - Corneal Ulcer

Examination and Materials Dilation Performed: Yes

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92002	OPHTH MEDICAL XM&EVAL INTERMEDIATE NEW PT		\$50.00	1	• A55 - Primary
V2020	FRAME PURCHASES		\$100.00	1	• A55 - Primary
V2744	TINT PHOTOCHROMATIC PER LENS		\$50.00	1	• A55 - Primary
V2781	Progressive		\$150.00	2	• A55 - Primary

Total U&C Charges: \$350.00

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

Back
Cancel
Submit Claim

Figure 138. ECP Portal – Review & Submit Tab (Exam and Materials Claim) DDOL

8. Review the claim and click the standard disclaimer check box.
9. Continue based on your review:
 - **To make changes to the claim**, click the **Back** button to return to an earlier page. Edit the fields you want to correct and click **Next** until you return to this page.
 - **To cancel this claim**, click the **Cancel** button and click **Leave Page** at the prompt.
 - **To submit the claim**, click **Submit Claim**.
A confirmation message displays.
10. Click **OK** to continue.

Submitting a contact lens fitting claim and CL order

Use these instructions to submit a Contact Lens Fitting and Follow Up service claim and a contact lens materials order from the lab. If you are supplying the contact lens materials yourself, follow the instructions in [Submitting a contact lens fitting and CL claim \(DDOL only\)](#) instead.

To submit a contact lens fitting claim and materials order:

1. From the **Practitioner** drop-down list, choose the name of the ECP who performed the services for the claim.
2. From the Portal Dashboard, find the member record using the instructions in [Finding a patient's eligibility information](#). Scroll down to the **Service Categories Below** list.

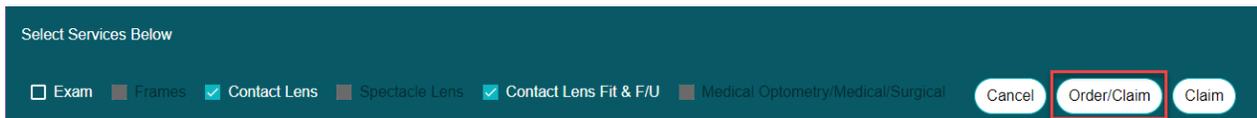


Figure 139. ECP Portal – Contact Lens and Fitting and Contact Lens Selected

3. Click the **Contact Lens Fit and Follow Up** and **Contact Lens** check boxes and click **Order/Claim**. The Services tab displays.

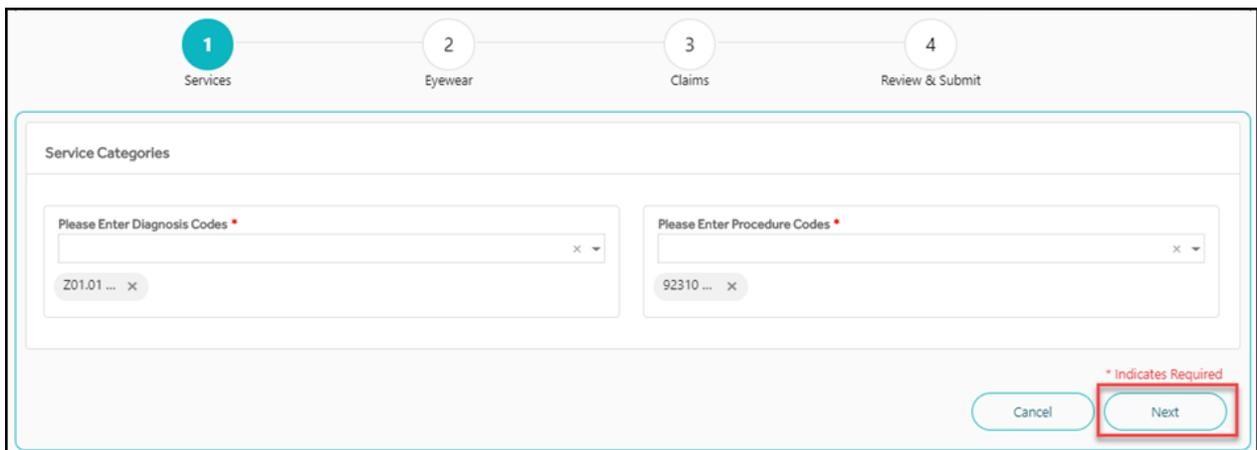


Figure 140. ECP Portal – Services Tab (CLEFFU and Contact Lens Claim and Order)

4. Complete the fields as appropriate for the services performed:
Fields with a red asterisk (*) require entries.

Note: On this page, the options you select sometimes display new options, so not all of the fields you see on this page may display when you complete your entries.

- **Please Enter Diagnosis Codes**

Type the first few characters of the diagnosis code that applies to this service to display matching codes and click the code to select it from the list. At least one entry is required.

Note: You can add more diagnosis codes if more codes are needed. You can add up to 12 diagnosis codes to this claim and apply these codes to particular charges in this process.

- **Please Enter Procedure Codes**

Type the first few characters of each procedure code needed for this service. Then, click the appropriate entry to select it from the list. At least one entry is required, but choose all that apply.

Procedure Code Notes:

- *For Superior Vision patients only:* Use S codes only to identify services procedures in this field.
 - *For Davis Vision patients only:* Enter five-digit CPT procedure codes only in this field. Typical options include:
 - **92310** – Prescription and fitting of contact lens, with medical supervision of adaptation; corneal lens, both eyes, except for aphakia
 - **92311** – Prescription and fitting of contact lens with aphakia, one eye
 - **92312** – Prescription and fitting of contact lens with aphakia, both eyes
5. When you have completed these entries, click **Next** to continue to the next page. A confirmation message displays and the Eyewear tab displays.

Figure 141. ECP Portal – Eyewear Tab (CLEFFU and Contact Lens Claim and Order)

6. Complete the entries in this tab based on the patient’s service and material needs:

Fields with a red asterisk (*) require entries.

- **Contact Lens Evaluation/Fitting**

Choose the type of evaluation and fitting appropriate to the patient’s service. Options include: **New Patient** or **Refit**. This will set the modifiers for you in the claims tab.

- **Contact Lens Source: Lab Supplied Contact Lenses**

- **Contact Type**

Type the first few letters of the contact lens type you want to order and select the matching type from the list. Follow this step for the Right and Left eye entries.

- **Prescription**

Choose the prescription strength based on the information provided by the ECP. Follow this step for the right and left eyes.

Note: The right eye and left eye entries can be different.

7. Review these entries and click **Next** to continue.

A confirmation message displays the Claims tab displays.

✓ Services
✓ Eyewear
3 Claims
4 Review & Submit

Referring Practitioner Information

Referring Provider same as Rendering Provider

NPI

First Name Middle Name

Last Name

Service Date: 11/13/2019

Place of Service *

Please Enter Diagnosis Codes *

Materials

Please select the HCPCS Code based on the Prescription range.

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92310	RX&FITG C-LENS SUPVJ CRNL LENS OU XCPT APHK	NES	\$ 45.00	1	Z00.00 - ENC GEN ADULT EXAM W/O ABNORM FIND Primary
V2500	CONTACT LENS PMMA SPHERICAL PER LENS	NP	\$ 35.00	1	Z00.00 - ENC GEN ADULT EXAM W/O ABNORM FIND Primary
Total U&C Charges: \$80.00					

* Indicates Required

Figure 142. ECP Portal – Claims Tab (CLEFFU and Contact Lens Claim and Order)

8. Complete the claim details on this page as follows:

Fields with a red asterisk (*) require entries.

- **Referring Provider same as Rendering Provider**
Click this check box if this is applicable.
- **Referring Eye Care Professional Info**
Enter the Referring Provider’s NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information may not apply to this claim.
- **Place of Service**
Click this drop-down list and choose the appropriate location of the exam. **Office** is selected by default, but you can also choose from a wide range of options. See the [Place of Service Appendix](#) for a complete list. This entry is required.
Note: If the service was conducted remotely, select **02** for Telehealth.
- **Diagnosis Codes**
Enter any additional diagnosis codes associated with this

exam. The code(s) you entered in the previous section appear in the box.

- **Modifier**

Enter the modifier appropriate for patient's contact lens prescription, if applicable. Depending upon your entries in the previous tab, these may be prefilled for you.

Note: For telehealth service claims, use the specific modifiers and place-of-service combinations as defined by state Medicaid or managed care programs. This will ensure successful payment.

- **U&C Charges**

Enter the service and material charges appropriate for this submission. These entries may display by default.

9. **Superior ECPs Only:** In the **Upload File** section, click the **Browse** button and find the file you want to attach to the claim. This is not required. This file cannot be larger than 20 MB and must be in one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.
10. When these entries are complete, click **Next**. A confirmation message displays. Then, the Review & Submit tab displays.

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

Order Summary

Submitted On: 11/13/2019
Place of Service: 11
Service Date: 11/13/2019

Member Details
The New York State Vision Plan

Practitioner Details
NPI: [REDACTED]
Name: [REDACTED]
TAX ID: [REDACTED]

Referring Practitioner Details
NPI: [REDACTED]
Name: [REDACTED]
Medicaid ID: [REDACTED]

Shipping Info
Acct#: [REDACTED]
Address: 952 TROY SCHENECTADY RD, LATHAM, NY, 12110

Common Diseases/Additional Conditional List

Common Diseases: - none
Additional Conditional List: 32399 - Blurry Vision/Visual Disturbances

Materials Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92310	RX&FITG C-LENS SUPVJ CRNL LENS OU XCPT APHK	NES	\$45.00	1	• Z00.00 - Primary
V2500	CONTACT LENS PMMA SPHERICAL PER LENS	NP	\$35.00	1	• Z00.00 - Primary

Total U&C Charges: \$80.00

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

Figure 143. ECP Portal – Review & Submit Tab (CLEFFU Claim and Contact Lens Order)

11. Review these entries to ensure that they are correct and continue based on your assessment:

- **To make changes to the submission**, click **Back** and change the entry. Then click **Next** until you return to this page again.
- **To cancel this submission**, click **Cancel** and select **Leave Page** to cancel the claim at the prompt.
- **To submit the claim**, click the **Disclaimer** check box and then click **Submit Order**. A confirmation message displays.

12. Click **OK** or **Print** to continue working. The Order Summary displays the essential information about the claim.

Submitting a contact lens fitting and CL claim (DDOL)

When you supply your own materials for contact lenses, follow these instructions to complete your claim. You can also use these instructions for submitting Medical Optometry claims.

To submit a contact lens fitting and materials claim:

1. From the **Practitioner** drop-down list, choose the name of the ECP who performed the services for the claim.
2. From the Portal Dashboard, find the member record using the instructions in [Finding a patient's eligibility information](#). Scroll down to the **Service Categories Below** list.

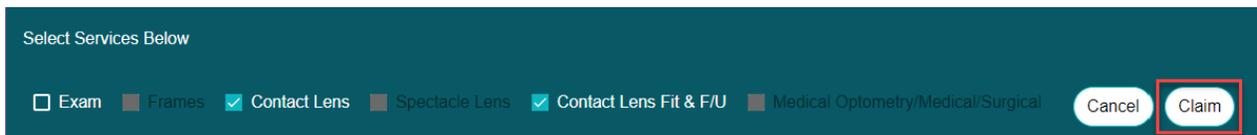


Figure 144. ECP Portal – Contact Lens and Fitting and Contact Lens Selected

3. Click the **Contact Lens Fit and Follow Up** and **Contact Lens** check boxes and click **Claim**. The Services tab displays.

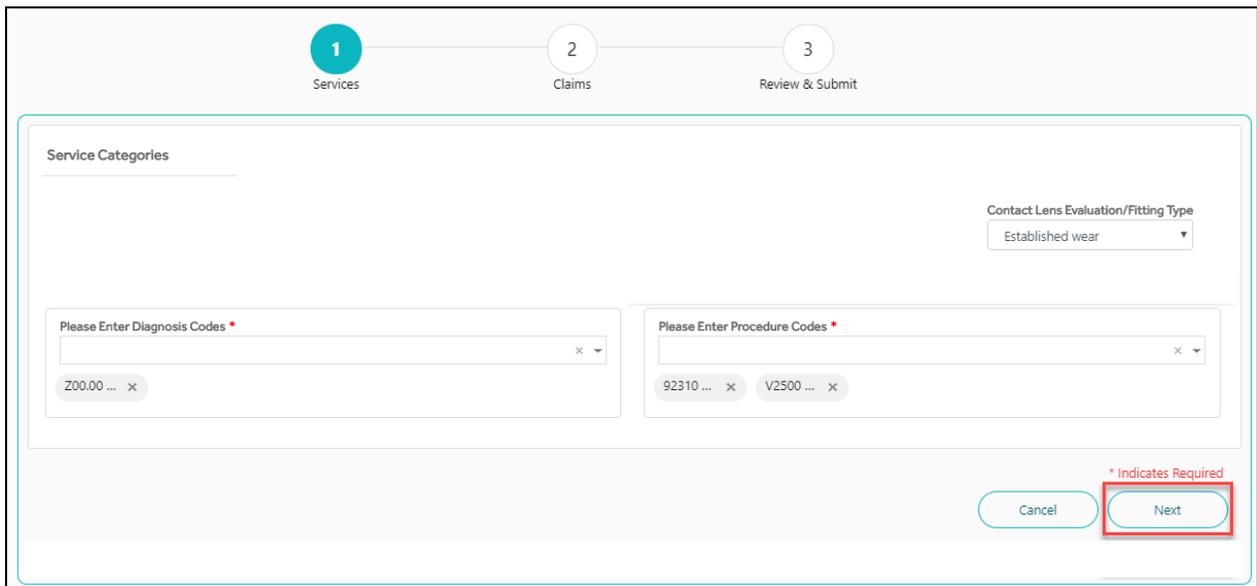


Figure 145. ECP Portal – Services Tab – (CLEFFU and Contact Lens Claim) DDOL

4. Complete the fields as appropriate for the services performed:
Fields with a red asterisk (*) require entries.

Note: On this page, the options you select sometimes display new options, so not all of the fields you see on this page may display when you complete your entries.

Non-Plan Contact Lens Note: If you are submitting a claim for non-plan contact lenses and the patient has non-plan benefits, see [Reviewing the non-plan cl services tab](#) to review these entries. The instructions for the fields that display are the same as described below.

- **Contact Lens Evaluation/Fitting Type**

Choose the type of Contact Lens Evaluation and Fitting exam the patient received. This will choose the appropriate modifier for this service. Options include: **New wear**, **Established wear**, **Daily wear**, **Extended wear**, and **Specialty**.

- **Disease Reporting Diagnosis**

Use this drop-down list to choose any diseases that affect this patient's health. Select the check box beside each disease that applies. Options include: **Abnormal Pupil**, **Cataract**, **Glaucoma**, **Hypercholesterol**, **Hypertension**, **Macular Degeneration**, **Type 1 Diabetes**, **Type 2 Diabetes**, **Unspecified Diabetes**, or **None**.

- **Additional conditional list**

Use this list to specify any other health conditions that may apply to the patient.

- **Please Enter Diagnosis Codes**

Type the first few characters of the diagnosis code that applies to this service to display matching codes and click the code to select it from the list. At least one entry is required.

Note: You can add more diagnosis codes if more codes are needed. You can add up to 12 diagnosis codes to this claim and apply these codes to particular charges in this process.

- **Please Enter Procedure Codes**

Type the first few characters of each procedure code needed for this service and materials. Then, click the appropriate entry to select it from the list. At least one entry is required, but choose all that apply.

Procedure Code Notes:

- *For Superior Vision patients only:* Use S codes to specify services in the Procedure Code field.
- *For Davis Vision patients only:* Enter five-digit CPT codes only to specify services in the Procedure Code field. Typical options include:
 - **92310** – Prescription and fitting of contact lens, with medical supervision of adaptation; corneal lens, both eyes, except for aphakia
 - **92311** – Prescription and fitting of contact lens with aphakia, one eye
 - **92312** – Prescription and fitting of contact lens with aphakia, both eyes

5. When you have completed these entries, click **Next** to continue to the next page. A confirmation message displays and the Claims tab displays.

The screenshot shows a multi-step process with three tabs: Services (checked), Claims (active), and Review & Submit. The form includes sections for Referring Practitioner Information, Service Date, Place of Service, and Diagnosis Codes. A table lists HCPCS codes and their associated charges.

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92310	RX&FITG C-LENS SUPVJ CRNL LENS OU XCPT APHK	NES	\$ 45.00	1	Z00.00 - ENC GEN ADULT EXAM W/O ABNORM FIND Primary
V2500	CONTACT LENS PMMA SPHERICAL PER LENS	NP	\$ 35.00	1	Z00.00 - ENC GEN ADULT EXAM W/O ABNORM FIND Primary
			Total U&C Charges: \$80.00		

Figure 146. ECP Portal – Claims Tab – (CLEFFU and Contact Lens Claim) DDOL

6. Complete the claim details on this page as follows:

Fields with a red asterisk (*) require entries.

- **Referring Provider same as Rendering Provider**

Click this check box if this is applicable.

- **Referring Eye Care Professional Info**

Enter the Referring Provider's NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information may not apply to this claim.

- **Place of Service**

Click this drop-down list and choose the appropriate location of the exam. **Office** is selected by default, but you can also choose from a wide range of options. See the [Place of Service Appendix](#) for a complete list. This entry is required.

Note: If the service was conducted remotely, select **02** for Telehealth.

- **Diagnosis Codes**

Enter any additional diagnosis codes associated with this exam. The code(s) you entered in the previous section appear in the box.

- **Modifier**

Enter the modifier appropriate for patient's contact lens prescription, if applicable. Depending upon your entries in the previous tab, these may be prefilled for you.

Note: For telehealth service claims, use the specific modifiers and place-of-service combinations as defined by state Medicaid or managed care programs. This will ensure successful payment.

- **U&C Charges**

Enter the charges appropriate for this submission.

7. **Superior ECPs Only:** In the **Upload File** section, click the **Browse** button and find the file you want to attach to the claim. This is not required. This file cannot be larger than 20 MB and must be in one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.

- When these entries are complete, click **Next**. A confirmation message displays. Then, the Review & Submit tab displays.

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

Order Summary

Submitted On: 11/13/2019	Member Details The New York State Vision Plan	Practitioner Details NPI: [REDACTED] Name: [REDACTED] TAX ID: [REDACTED]	Referring Practitioner Details NPI: [REDACTED] Name: [REDACTED] Medical ID: [REDACTED]	Shipping Info Acct#: [REDACTED] Address: 952 TROY SCHENECTADY RD, LATHAM, NY, 12110
--------------------------	---	--	--	--

Common Diseases/Additional Conditional List

Common Diseases: - none
Additional Conditional List: 32399 - Blurry Vision/Visual Disturbances

Materials Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92310	RX&FITG C-LENS SUPVJ CRNL LENS OU XCPT APHK	NES	\$45.00	1	• Z00.00 - Primary
V2500	CONTACT LENS PMMA SPHERICAL PER LENS	NP	\$35.00	1	• Z00.00 - Primary

Total U&C Charges: \$80.00

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

Figure 147. ECP Portal – Review & Submit Tab – CLEFFU and Contact Lens Claim - DDOL

- In the Review & Submit tab, review these entries to ensure that they are correct and continue based on your assessment:
 - To make changes to the submission**, click **Back** and change the entry. Then click **Next** until you return to this page again.
 - To cancel this submission**, click **Cancel** and select **Leave Page** to cancel the claim at the prompt.
 - To submit the order**, click the **Disclaimer** check box and then click **Submit Order**. A confirmation message displays.

Your Order Request Has Been Submitted. Click OK To Continue Working.
✕

Summary

Submitted On: 11/18/2020	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info
Place of Service: 11		Name: [REDACTED]	Name: [REDACTED]	Acct#:
Service Date: 11/18/2020				Address: 1950 WENTZVILLE PKWY, WENTZVILLE, MO, 63385

Common Diseases/Additional Conditional List

Common Diseases: 32363 - Glaucoma
 Additional Conditional List: 32410 - Corneal Ulcer

Examination and Materials Dilation Performed: Yes

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
92002	OPHTH MEDICAL XM&EVAL INTERMEDIATE NEW PT		\$50.00	1	• A55 - Primary
V2020	FRAME PURCHASES		\$100.00	1	• A55 - Primary

Figure 148. ECP Portal – Claim Submission Message

10. Click **OK** or **Print** to continue working. The Order Summary displays the essential information about the claim.

Reviewing the non-plan CL services tab

If you are submitting a claim for non-plan contact lenses and the patient has non-plan contact lens benefits, the Services tab requires only Diagnosis Code and Procedure code entries. Complete these entries as you would for any other claim and click **Next** to continue.

1 Services
 2 Claims
 3 Review & Submit

Service Categories- Non planned contact lens

Please Enter Diagnosis Codes*

Add More..

Please Enter Procedure Codes*

Add More..

*Indicates Required

Cancel
Next

Figure 149. ECP Portal – Services Tab - Non-Plan Contact Lens

Submitting a materials-only order

When a patient comes in for glasses or contacts only with a prescription from another doctor, you can submit a materials-only order using the ECP Portal. Materials-only orders can be placed at the Office Location level (without selecting an Eye Care Professional record).

Materials-only orders can be submitted for all Versant Health covered members including Medicare and Medicaid patients.

To submit a materials-only order:

1. From the Portal Dashboard, find the patient's record using the instructions in [Finding a patient's eligibility information](#). The **Service Categories Below** list displays.

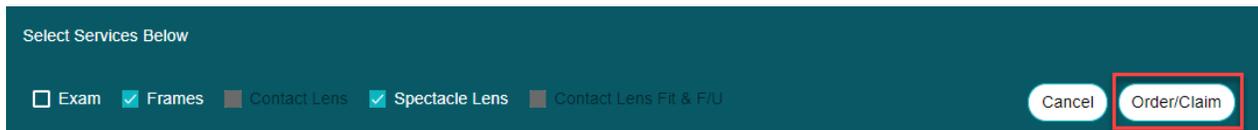


Figure 150. ECP Portal – Materials Only Order – Materials Selection

You may notice that some of these check boxes are disabled. If the patient has already used (or does not have) some benefits, the portal disables the check boxes. Also, some materials are available as either (frames and lenses) or (contact lenses), so if you choose materials of one type, the others are disabled.

2. Select the materials required for the order from the available check boxes and click the **Order/Claim** button. The Eyewear tab displays.

1 Eyewear 2 Claims 3 Review & Submit

[How to Order?](#)

Prescription Information

Right Sphere* Cylinder Axis Addition Prism In/Out Prism Up/Down
 Left Select C Select C

Distance PD Near PD Height
 (RE) (LE) (RE) (LE) (RE) (LE)
 mm mm mm mm mm mm

*Indicates Required

Cancel Next

Figure 151. ECP Portal –Eyewear Tab (Prescription Information) – Material Only Order

3. Complete this page based on your prescription requirements for this patient: Fields with a red asterisk (*) require entries.

- **Sphere**
Complete this entry based on the patient’s prescription requirements. This entry is required.
- **Cylinder**
Complete this entry based on the patient’s prescription requirements. This entry is required.
- **Axis**
Complete this entry based on the patient’s prescription requirements. This entry is required.
- **Addition**
Complete this entry based on the patient’s prescription requirements, if needed.

- **Distance PD**
Complete this entry based on the patient's prescription requirements. This entry is required.
- **Near PD**
Complete this entry based on the patient's prescription requirements, if needed.
- **Height**
Complete this entry based on the patient's prescription requirements, if needed.

4. If prism entries are required, click the **Show Prism** button. The **Prism** fields display. Complete these entries as needed by the patient's prescription.

Figure 152. ECP Portal - Show Prism Fields

5. In the **Lab/Lens Information** section, choose the following as needed: Fields with a red asterisk (*) require entries.

Lens Material *	Lens Design *	Lens Tier *
Plastic 1.67 Polarized Brown 3	Shamir Autograph II Attitude SV	Intermediate
Plastic 1.67 Polarized Brown 3	Shamir Relax	Intermediate
Plastic 1.67 Polarized Brown 3	Shamir Autograph II SV	Intermediate
Plastic 1.67 Polarized Brown 3	Essilor Eyezen+ 0 (Enter Height)	Intermediate
Plastic 1.67 Polarized Brown 3	Essilor Eyezen+ 1 (Enter Height)	Intermediate
Plastic 1.67 Polarized Brown 3	Essilor Eyezen+ 2 (Enter Height)	Intermediate

Figure 153. ECP Portal – Eyewear Tab (Lab/Lens Information) – Material Only Order

- **Laboratory/Acct#**
Click the drop-down list and choose the appropriate lab for this order. This entry is required.
Note: If you do not see the lab you need, you may need to add it using the instructions in [Registering with a lab](#).
- **LensType**
Click the drop-down list and choose the lens material, lens design, and lens tier for this order. Options in this list are based on the prescription information you entered. This entry is required.
- **Job Type**
Click the drop-down list and choose the job type for the frame associated with these lenses. This entry is required.
When you choose the job type, new lens and frame option fields display. Options include: **Dress Frame to Come, Lab Supplied Frame, Safety Frame Package, and Safety – Frame to Come**. Safety Frame options should only display if the patient has safety benefits.
Note: If the patient is ordering a frame and you select **Dress - Frame to Come** or **Safety - Frame to Come**, see the instructions in [Adding details to a frame to come order](#) before moving to the next step. Then return here to complete these instructions.
- **Available Treatments**
From this list, you can select any billable service requests, such as tint, scratch coating, and polished edges lens options that the order requires.
Note: Please enter any billable services requests here to avoid errors.
Another Note: Select the **Scratch Coat Protection plan** check box, whenever you select the scratch coat treatment option.
- **Treatment Comments to Lab**
Enter any lab instructions you have for the lab that affect the way these glasses are made.
IMPORTANT: Do not add any instructions that change the

nature of the order here. Billable services requests should go in the **Available Treatments** field above so the lab applies them to the order correctly.

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 Thickness

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 154. ECP Portal – Eyewear Tab (Frame Information) – Material Only Order

6. Scroll down to the frame options and complete these entries:

Note: If you select a frame from the Collection Frame catalog that is out of stock, a warning message displays:

Selected Frame is Out of Stock, please select a different Frame.

▪ **Frame Source**

The option that displays in this field depends upon the job type you selected. This may be prefilled.

▪ Select one of the following:

• **SKU Number**

Enter the SKU number for the frame in this field. As you type the number, the portal searches the catalog for the

frame and prefills the other entries (Manufacturer, Brand, Style, Color, Eye, and Temple Length) on the page.
or

- **Collection – tag-tier**

Use this field to select the frame by collection type tag or tier.

- **Manufacturer**

Start to type the name of the frame manufacturer in this field and select the option that matches from the list that displays. This entry is required.

- **Brand**

Start to type the brand name of the frame in this field and select the option that matches from the list that displays. This entry is required.

- **Model**

Start to type the model name of the frame in this field and select the option that matches from the list that displays. This entry is required.

- **Color**

Start to type the color of the frame in this field and select the option that matches from the list from the list that displays. This entry is required.

- **Eye Size**

Typically, this field prefills based on the options above, but you can type the eye size measurement in this field, if needed.

- **Temple Length**

Typically, the temple length for the frame you are sending in this field prefills based on the previous entries.

- **Frame Type**

Choose the frame type that matches the frame the patient selected. This entry is required.

- **Thickness Type**

Choose the thickness type for this frame or choose **Lab Decide Best Thickness** to allow the lab to assess the frame when the frame arrives.

- **Frame Measurements**

In this section, type the frame measurements in millimeters. The **A Box**, **B Box**, and **DBL** entries are required.

Note: There may be an **Import Trace File option**. To add a file, click **Browse** and attach the file to send with this order. The file cannot be larger than 20 MB and must be in one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.

Note: To change these frame settings and start over, click the **Reset** link.

7. When you have completed these entries, click **Next**. A confirmation message displays explaining that the information you entered has been saved. The Claims tab displays.

The screenshot shows the 'Claims' tab in the ECP Portal. At the top, a progress bar indicates three steps: 'Eyewear' (completed with a green checkmark), 'Claims' (current step, highlighted with a blue circle and the number 2), and 'Review & Submit' (step 3, highlighted with a grey circle and the number 3). Below the progress bar, the 'Referring Practitioner Information' section contains a checkbox for 'Referring Provider same as Rendering Provider', fields for NPI, First Name, Middle Name, and Last Name. To the right, there are fields for 'Service Date' (10/27/2019) and 'Place of Service' (11. Office). Below this is a section for 'Please Enter Diagnosis Codes'. The 'Materials' section features a table with columns for HCPCS Codes, Description, Modifier, U&C charges, Days or Units(s), and Diagnosis Codes. The table lists four materials: V2020 (FRAMES PURCHASES), V2100 (SPHERE SINGLE VISION PLANO +/- 4.00 PER LENS), V2799 (VISION ITEM/SERVICE MISCELLANEOUS), and V2760 (SCRATCH RESISTANT COATING PER LENS). A total U&C charge of \$0.00 is shown at the bottom of the table. A red asterisk indicates required fields. At the bottom right, there are three buttons: 'Back', 'Cancel', and 'Next', with the 'Next' button highlighted by a red box.

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
V2020	FRAMES PURCHASES	DS		1	
V2100	SPHERE SINGLE VISION PLANO +/- 4.00 PER LENS	PL		2	
V2799	VISION ITEM/SERVICE MISCELLANEOUS	IT		2	
V2760	SCRATCH RESISTANT COATING PER LENS	ST		2	
Total U&C Charges: \$0.00					

Figure 155. ECP Portal – Claims Tab – Material-Only Order

8. Complete the Claim details as appropriate for this order:
Fields with a red asterisk (*) require entries.
- **Referring Provider same as Rendering Provider**
Click this check box if this is applicable.
 - **Referring Eye Care Professional Info**
Enter the Referring Provider's NPI, Medicaid ID, First Name and Last Name in the appropriate fields. This information may not apply to this order but is required for Medicaid orders.
 - **Place of Service**
Choose the exam location. **Office** is selected by default, but you can also choose from a range of options. See the [Place of Service Appendix](#) for a complete list. This entry is required.
 - **Diagnosis Codes**
Enter any additional diagnosis codes associated with this order.
9. **Superior orders only:** In the **Upload File** section, click the **Browse** button and select a file you want to upload.
Note: This file cannot be larger than 20 MB and must be one of these formats: doc/docx, tif, pdf, jpg, png, mtm/html, msg or txt.
10. In the **Materials** section, complete the fields as appropriate to the claim: Fields with a red asterisk (*) require entries.
- **HCPCS Codes**
If applicable, select the appropriate code for the materials associated with this order. Some choices may change the Modifier that displays in the next field.
 - **Modifiers**
Enter the modifiers that apply to the exam or materials code listed. For some materials and prescriptions, modifiers display automatically based on the options you chose.
 - **(U&C) Usual and Customary Charges**
Enter the charges for the service or materials listed at the left. These entries may display by default, based on your selections. This entry is required for the fields it displays with.

- **Units**

Enter the units for the services and materials that are listed at the left. This entry is required, if editable.

- **Diagnosis Codes**

If you chose only one diagnosis code above, the diagnosis code you entered displays in this field. If more than one diagnosis code is applicable to these charges, click the **Label** button  to choose the diagnosis code(s) that apply. At least one entry is required.

11. When you have completed your entries and selections, click **Next**. The Review & Submit tab displays.

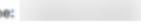

Eyewear

Claims

Review & Submit

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

Order Summary

PO #: B7B37AC25154434	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
Submitted On: 10/27/2019		NPI:  Name:  TAX ID: 	NPI:  Name:  Medical ID: 	Acct#:  Address: 	VERSANT Meridian Phoenix - Phoenix 3711 East Atlanta Avenue, AZ, 85040, (800) 352-5465,
Place of Service: 11	The New York State Vision Plan				
Service Date: 10/27/2019					

Lens Prescription

Sphere	Cylinder	Axis	Dist. PD	Base 1	Prism 1	Job Type	Lens Type
RE: +10	-5	1	12	In	1	Lab Supplied Frame	SingleVision
LE: +10	-5	1	12	In	1		

Treatments	Design	Material
Scratch Coat	Essilor Eyezen+ 2 (Enter Height)	1.5 Plastic

Frame Information

Frame Source	Manufacturer	Brand	Model	Color	Eye Size	Temple Length	SKU Number
Lab Supplied	COLLECTION FRAMES	COLLECTION FRAMES	DOV507	BROWN	55	140	1274800

Frame Type	A Box	B Box	DBL	ED
Industrial Drill	55	30	20	0

Materials

Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
V2020	FRAMES PURCHASES	DS	\$0.00	1	• H01.026 - Primary
V2103	1 VISN PLANO TO+/-4.00D SPHER 0.12-2.00D CYL EA	PL	\$0.00	2	• H01.026 - Primary
V2799	VISION ITEM/SERVICE MISCELLANEOUS	IT	\$0.00	2	• H01.026 - Primary
V2760	SCRATCH RESISTANT COATING PER LENS	ST	\$0.00	2	• H01.026 - Primary

Total U&C Charges: \$0.00

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

Back
Cancel
Submit Order

Figure 156. ECP Portal – Review & Submit Tab – Material Only Order

12. Look over the order and continue based on your assessment:

- **To make changes to the order**, click the **Back** button to return to an earlier page. Edit the fields you want to correct and click **Next** until you return to this page.
- **To cancel this order**, click **Cancel**. The system prompts you to confirm. Select **Leave Page**, to cancel.
- **To submit the order**, click the **Disclaimer** check box and click **Submit Order**. This confirmation displays:

✓
Your order has been successfully submitted.

Order Summary

PO/ Order number: 111111111	Member Details Jerry Johnson 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
------------------------------------	--	---	---	--	---

Examination and Materials Dilation Performed: Yes

CPT/HCPCS Codes	Description	Modifier	U&C Charges	Days or Unit(s)	Diagnosis Codes
V2020	Frame Purchase	DS	\$200.00	1	• Z01.00 - Encounter for examination of eyes and vision without abnormal findings Primary
V2781	Progressive Ultimate	UX		2	• H52.11Myopia, right eye Primary
V2750	Anti-Reflective Coating Per lens	UL		2	• Z01.00 - Encounter for examination of eyes and vision without abnormal findings • H52.11Myopia, right eye Primary
Total U&C Charges: \$200.00					

Ok

Figure 157. ECP Portal – Materials Only Order – Confirmation Message

13. If this order includes a frame to come job type, click the **Print packing slip** button and send the frames and the slip to the lab.

Submitting an Excel Advantage order (Davis Vision only)

The Excel Advantage Program™ gives Davis Vision Eye Care Professionals a way to purchase Davis Vision Exclusive Collection frames for men, women, girls, and boys at a 30% discount. These frames come with a one year breakage and replacement warranty and include famous brand names. If you have an existing Excel Advantage partnership with Davis Vision, your Excel Advantage banner looks like this:

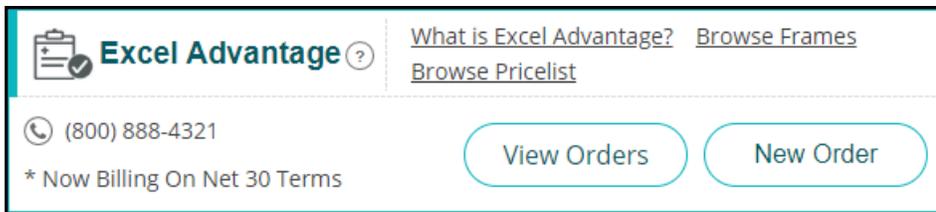


Figure 158. ECP Portal – Excel Advantage Banner on the Portal Dashboard

You must sign up for the Excel Advantage program to place an order. You can sign up by clicking the **Sign up now** link:

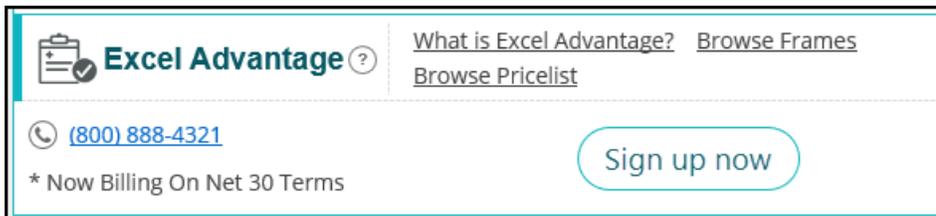


Figure 159. ECP Portal – Excel Advantage Banner with Sign Up Message

To place an Excel Advantage order:

1. There are two ways to begin an Excel Advantage order from the Portal Dashboard:
 - From the Excel Advantage banner, click **New Order**, or
 - Click the **Hamburger** icon , and under **Excel Advantage**, click **Add New Order**.
Using either method, the Excel Advantage **Order Entry** tab displays.

The screenshot shows the 'Order Entry' tab in the ECP Portal. At the top, there are three numbered steps: 1. Order Entry, 2. Cart, and 3. Checkout. The main content area is split into two columns. The left column contains the 'Order Information' box with 'Order Date: 10/27/2019' and the 'Frame Information' box with dropdown menus for 'Collection *', 'Style *', and 'Color *', a 'Temple Length' dropdown, a 'Quantity *' input field, and checkboxes for 'Tag' and 'Pattern'. A red asterisk indicates required fields. Below the form are 'Cancel' and 'Add to Cart' buttons. The right column is a teal 'Order Summary' box with the text 'Review your item summary below. You may edit the item again or add the item to your Shopping Cart below.' It lists 'Frame Collection', 'Frame Style', 'Frame Color', 'Frame Length', 'Quantity', and 'Price Per Item'. At the bottom, it shows 'Total | \$0.00'.

Figure 160. ECP Portal – Excel Advantage – Order Entry Tab

2. In the **Order Information** box, select the order details. As you do, the **Order Summary** updates on the right side of the page. Fields with a red asterisk (*) require entries.

- **Order Date**
This field prefills with the current date.
- **Frame Collection**
From this list, choose the Davis Vision Exclusive Collection type. When you do, the **Style** field updates to show you only the styles that match this selection. This selection is required.
- **Style**
From this list, choose the style you want to order. When you do, the **Color** list updates to show you only the colors that match this selection. This selection is required.
- **Color**
From this list, choose the color you want to order. When you do, the **Temple Length** list updates to show you only the temple length entries that match this selection. This selection is required.

- **Temple Length**
From this list, choose the temple length you want for this order. This selection is required.
 - **Quantity**
Enter the number of frames you want to order of this type.
 - **Tag/Pattern**
Select these check boxes to add Additional Frame Service items.
3. When you have completed these entries, click the **Add to Cart** button. The **Shopping Cart** tab displays.

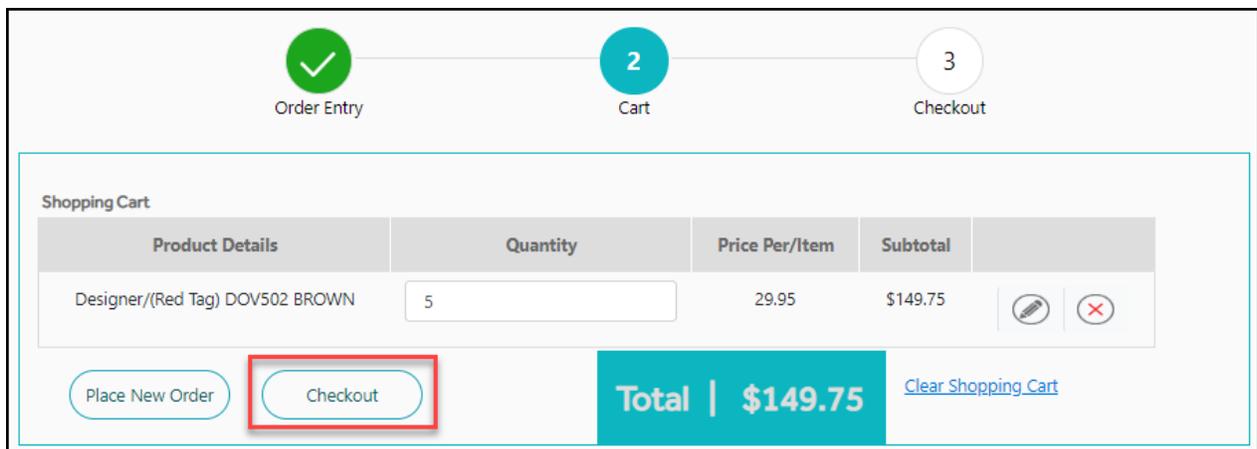


Figure 161. ECP Portal – Excel Advantage – Cart Tab

4. Review the entries in the cart, including the quantities and product details. Then continue based on your assessment:
- **To start the order over**, click **Clear Shopping Cart**.
A message displays indicating that your shopping cart has been cleared.
 - **To change the quantity of the items you have ordered**, type over the number in the **Quantity** column.
 - **To change the details of the order**, click the **Edit** icon  to return to the Order Entry tab and make new order choices.
 - **To cancel this order**, click the **Cancel** icon .
The system prompts you to confirm your selections. Click **Leave Page** to cancel the order.

- **To process the order**, click the **Checkout** button.
The Check Out tab displays.

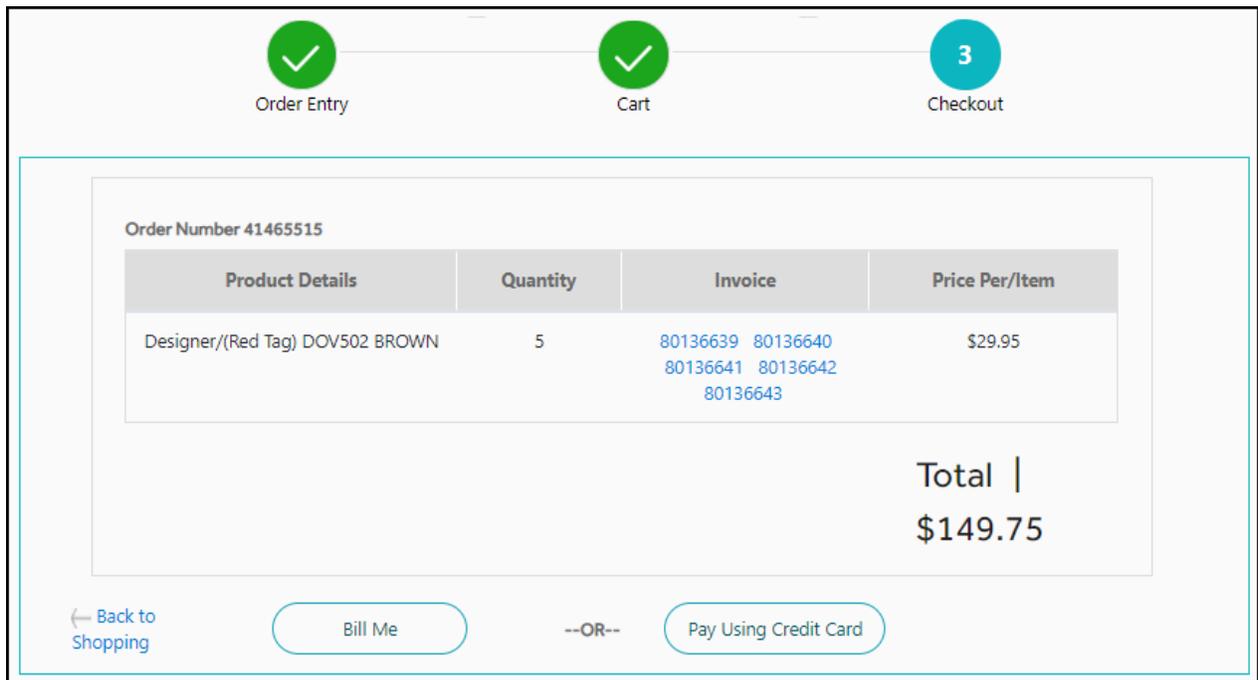


Figure 162. ECP Portal – Excel Advantage– Check Out Tab

Each item you selected displays in this list as a separate invoice, allowing you to reference them individually later. You can review and print the invoice information for each item by clicking an **Invoice** link. The **Item Summary** for that product displays.

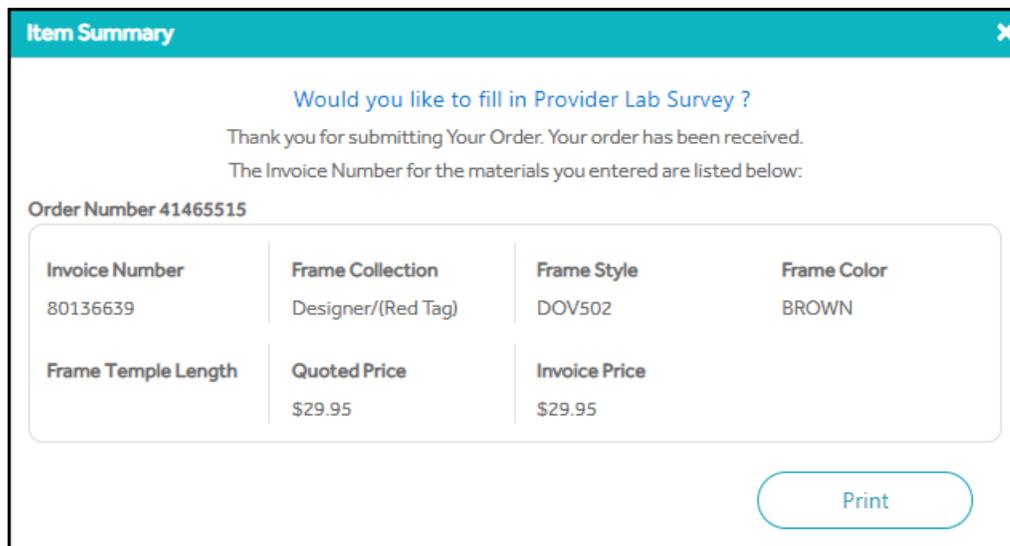


Figure 163. ECP Portal – Excel Advantage – Item Summary

To print this summary, click **Print**.

To close this summary, click the **x** in the upper right corner. The Check Out tab redisplay.

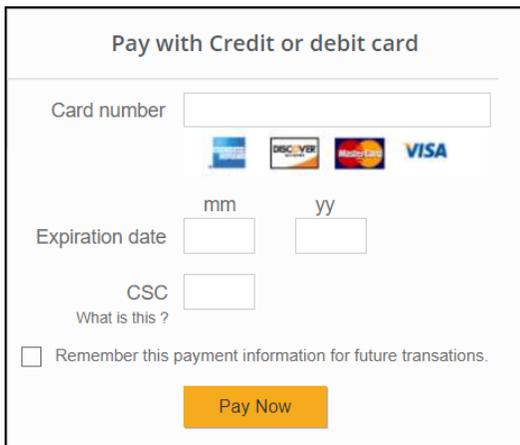
Note: See [Submitting an excel advantage lab survey](#) to learn more about submitting a survey.

5. In the Check Out tab, review your order information and choose your payment method. Click:

- **Bill Me** to get a net 30 bill for the frames you are ordering. This ends the order process.

OR

- **Pay Using Credit Card** to pay with a debit or credit card. When you click this button, the following options display.



The screenshot shows a payment form titled "Pay with Credit or debit card". It contains the following elements: a "Card number" input field; logos for American Express, Discover, MasterCard, and Visa; "Expiration date" fields for "mm" and "yy"; a "CSC" input field with a "What is this?" link; a checkbox labeled "Remember this payment information for future transactions"; and an orange "Pay Now" button at the bottom.

Figure 164. ECP Portal – Excel Advantage – Pay with Credit or Debit Card

6. Complete the card record details in these fields and click the **Remember this payment information for future transactions** check box to save the information.

Note: When you save the credit card information using this check box, the information you entered is used for all subsequent office transactions (based on your Office ID from your contract). If someone enters new information and selects this check box, these entries are replaced.

7. When you are ready to complete your Excel Advantage transaction, click **Pay Now**. The portal processes your transaction and displays a confirmation message.

8. Click **OK** to close the window.

Working with submitted claims or orders

After you submit claims or orders, you can view the status in the Orders/Claims (Submitted via Versant Portal) History page. To get to this page, click **View Orders/Claims** on the Portal Dashboard.

Member Information		Claims Summary		Orders Summary				
Member Info	Provider Details	Claim Number	Claim Status	PO/Order Number	Submitted On	Lab	Order Status	Action
KEP	DAVIS VISION	11/18/2020	PENDING	1EF1135E5DA3474	11/18/2020	VERSANT Meridian Phoenix - Phoenix	Order Received 11/25/2020	Order Received
TOI	DAVIS	10393589	PENDING	C01B3CA7C7394C5	11/18/2020	VERSANT Meridian Phoenix - Phoenix	Order Received	Order Received Print Packing Slip

Figure 165. ECP Portal – Orders/Claims History Page

By clicking the **Order Number** or **Claim Status** link, you can review the details of the order or the claim.

The Filter and Search options help you find claims and orders by Member name or ID, or by Eye Care Professional details or by order or claim type and date range. The next few sections show you how to customize your view of this list and find the information you are looking for.

Note: For DDOL ECPs who provide their own materials, only claims information displays on this page.

Finding the status of an order/claim

There are several ways to find the status of a claim or order that was submitted in your office.

The quickest way is by using the buttons on the Portal Dashboard. You may select a specific order or claim status and the system will filter the

order or claim search and return results based only on the status you selected.

Figure 166. ECP Portal – Orders/Claims Status – Draft Action Required Highlighted

To find the status of an order or a claim:

1. From the Portal Dashboard, click **View Orders/Claims**.

The **Orders/Claims History** page displays.

Note: Make sure your **Location** field entry reflects the location you want to search from.

Figure 167. ECP Portal – Orders/Claims History Page

2. Use one of these options based on the information you have about the order or claim you are looking for:

- **If you know the name of the patient**, click the **Member Info** column heading to resort the list in alphabetical order and look for the patient's name.
- **If you know the lab the order was submitted to**, click the **Lab** drop-down list and click the check box(es) beside the lab's name(s).
- **If you know the ECP involved in the patient's visit**, click the **Practioner** drop-down list and choose the ECP's name.
- If you know when the order was placed, choose the **Date Range** drop-down list and choose the date range of the order or claim.

- You can use the **Scroll** buttons  to look through the orders or use the filter options (described in [this section](#)) to find the information you are looking for. When you have found the record you want to review, continue to the next step.
- **If the order is in the Shipped status**, a Shipping Tracking Number link displays so you can see the progress of the materials being shipped. Click this link to go to the official shipping site for the labs (either Newtown Square or Essilor labs).

Note: For a better understanding of the Order Status entries see the [Order Status Information Appendix](#).

3. When you find the order or claim number you are looking for in the list, click the link to display the order or claim details.

Note: This summary includes the lab contact details for orders, in case you need to follow up with the lab.



Your Order Has Been Successfully Received By The Lab.

Print

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

Order Summary

PO #: 5177BED49175460	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
Lab Reference #: SP10RJER		NPI:	NPI:	Acct#: 016978	OMEGA - DALLAS
Submitted On: 10/23/2019		Name:	Name:	Address:	13515 N. Stemmons FWY, TX, 75234.
Place of Service: 11		TAX ID:	Medicaid ID:	952 TROY SCHENECTADY RD, LATHAM, NY, 12110	(800) 366-6342.
Service Date: 10/23/2019					

Lens Prescription

Sphere	Addition	Dist. PD	Height	Job Type	Lens Type	Treatments
RE: +3	3	30	30	Uncut	Bifocal	Kodak CleAR
LE: +3	3	30	30			

Design	Material
	1.5 Plastic

Figure 168. ECP Portal – Order Summary Detail (Lab Information Highlighted)

Viewing the estimated shipping date

You can review the estimated shipping date for orders in the Order Received status on the Orders/Claims History page. This information also displays in the patient's Order History page, when the order is in process.

To view the order's estimated ship date:

1. From the Portal Dashboard, click the **View Orders/Claims** button. The Orders/Claims History (Submitted via Versant Portal) page for the office location displays.

Orders/Claims History (Submitted via Versant Portal)		Orders prior to 10/01/2020 (Davis Members only)		Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims		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 10/01/2020) Remake Indicators: ● Repair/Replace ● Warranty ● Redo <input type="text" value="Search..."/>								
Member Information		Claims Summary		Orders Summary				
Member Info	Provider Details	Claim Number	Claim Status	PO/Order Number	Submitted On	Lab	Order Status	Action
KEP	DAVIS VISION	11/18/2020	PENDING	1EF135E5DA3474	11/18/2020	VERSANT Meridian Phoenix - Phoenix	Order Received 11/25/2020	
TOI	DAVIS	10393589	PENDING	C01B3CA7C7394C5	11/18/2020	VERSANT Meridian Phoenix - Phoenix	Order Received	Print Packing Slip

Figure 169. ECP Portal – Orders Received with Estimated Ship Date

- Find the order you want to know the status of and below the **Order Received** status link is the estimated ship date.
- After the order ships, a Shipping Tracking Number link displays so you can see the progress of the materials being shipped. Click this link to go to the official shipping site for the labs (either Newtown Square or Essilor labs).

Need more shipping details? Contact the lab you placed the order with to ask about the order’s latest shipping details. Click the **Click here for contact information** link for contact information for all ECP Portal labs or see [Appendix D](#).

Orders/Claims History (Submitted via Versant Portal)		Orders prior to 10/01/2020 (Davis Members only)		Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims		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.							

Figure 170. ECP Portal – Current Contact List for ECP Portal Labs

Finding a claim or order using the Search By tab

You can find a specific order or claim when you know the order or claim number using the **Order/Claim** tab from the Portal Dashboard. This might be useful if you are responding to a patient’s inquiry. If both numbers apply to a record, and you enter them both, the portal displays all of the matching results. The portal searches all orders submitted in

the last four years. Make sure you have selected the correct **Location** field entry before you get started.

Note: DDOL ECPs can also use [Finding a claim using the portal dashboard \(DDOL only\)](#).

To find a claim or order using Search By banner in the Portal Dashboard:

1. From the Portal Dashboard, click the **Order/Claim** tab in the **Search By** banner to display the Order/Claim Search options.



Figure 171. ECP Portal – Order/Claim Tab on Portal Dashboard

2. Depending upon the information you know, complete the required fields:
 - **Order Number**
Enter the order number in the first field
or
 - **Claim Number**
Enter the claim number in the second field.
As you begin typing, the portal searches based on your entry.
3. Then click **Search** to display the results.

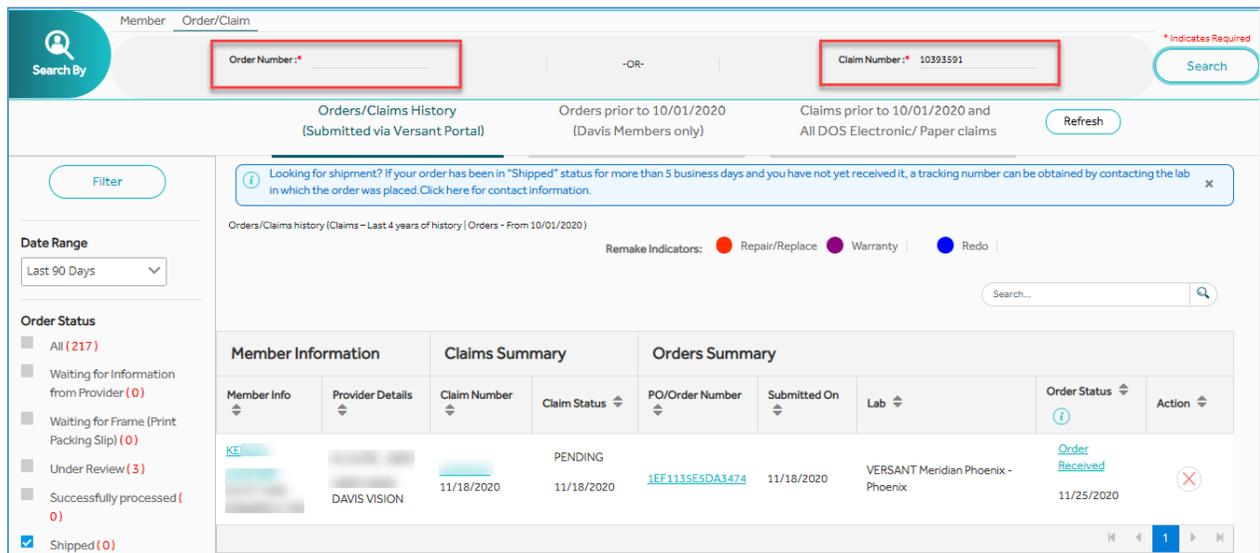


Figure 172. ECP Portal – Order/Claim Search Results

From here, you can drill down into the Member info, the claim or order status or order details as needed by clicking the appropriate link.

Finding a claim using the portal dashboard (DDOL)

For DDOL ECPs, we have created a custom Claims search capability, which is available from the Portal Dashboard.

To search for a claim from the Portal Dashboard:

1. In the Search By section, click the **Claim** option.
The claim search fields display.

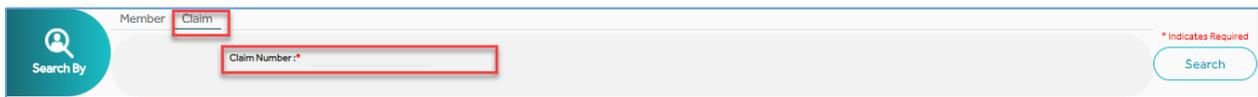


Figure 173. ECP Portal – Claim Search (DDOL)

2. Complete the fields with the information you know:
Fields with a red asterisk (*) require entries.
 - **Service Date**
Enter or choose the date of service for the claim you want to find. This entry is required.
 - **Date of Birth**
Enter or choose the date of the patient's birth. This entry is required.
 - **Member ID or Last Name**
Enter the patient's Member ID or last name in the fields provided. One of these entries are required.
3. When your entries are complete, click **Search** to display the patient's record in the Claims History page.

Using filters to find current claims and orders

There are many filter options in the Orders/Claims History (Submitted via Versant Portal) page that allow you to narrow down the list of orders and claims placed from your office. You can search by a combination of date

range, Order Status, and lab location(s) to help you narrow down your search for an order or claim.

To view claims and orders from the legacy Davis Vision and Superior Vision portals, see [Finding claims and orders from the legacy portal.](#)

All claims and orders that display depend on the Location entry. When you change the entry in the **Location** field list, the claims and orders that display change.

The screenshot displays the 'Orders/Claims History' page in the ECP Portal. The page is divided into several sections:

- Header:** 'Orders/Claims History (Submitted via Versant Portal)', 'Orders prior to 10/01/2020 (Davis Members only)', and 'Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims'. There is a 'Refresh' button.
- Filter:** A 'Filter' button is highlighted with a red box on the left sidebar.
- Date Range:** A dropdown menu set to 'Last 90 Days'.
- Order Status:** A list of status options with counts: All (217), Waiting for Information from Provider (0), Waiting for Frame (Print Packing Slip) (0), Under Review (3), Successfully processed (0), Shipped (0), Ready to Ship (0), Preparing Your Order (0), Order Received (164), In Process - Frame Received (0), and In Process (0).
- Table:** A table with columns: Member info, Provider Details, Claim Number, Claim Status, PO/Order Number, Submitted On, Lab, Order Status, and Action. The table contains four rows of data for different members (KEF, TOI, MO, YOF) at DAVIS VISION, all with 'PENDING' status and 'Order Received' status.

Figure 174. ECP Portal – Orders/Claims History - Filter By Options Displaying

To find orders or claims using the filter:

1. From the Portal Dashboard, click the **View Orders/Claims** button. The Orders/Claims History page displays.
2. On the left side of the page, choose filters to display the claims or orders you are looking for. Filters are not required and each filter type is independent of the others.
 - **Date Range**
Use this option to specify the date range of the claims or orders to display. Click the **Date Range** arrow to choose an option:

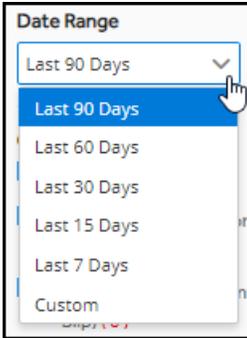


Figure 175. ECP Portal – Orders/Claims History - Date Range List

- **Orders and Claims Status Check Boxes**

Use these check boxes to specify the status types to display.

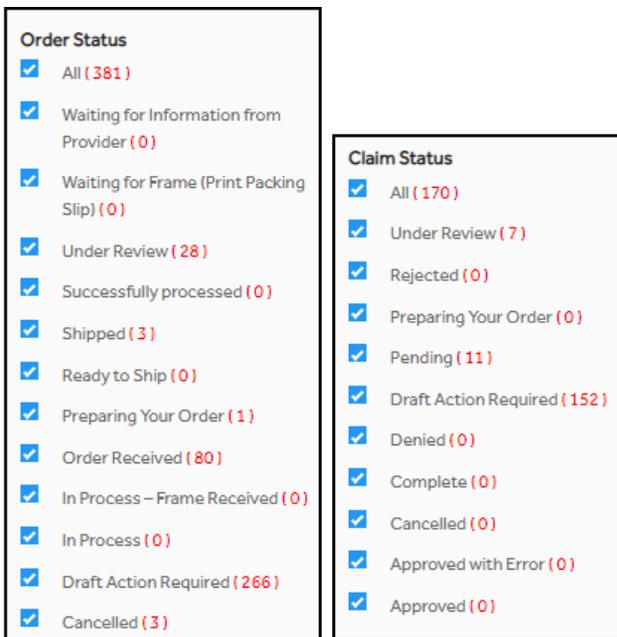


Figure 176. ECP Portal – Orders/Claims History - Status Check Boxes

- **Lab**

Use this option to filter the list by lab(s). Click the **Lab** drop-down list and select the check box beside the lab(s) you want to display.

Note: The labs that display in this list are associated with your selected Practitioner’s office location.

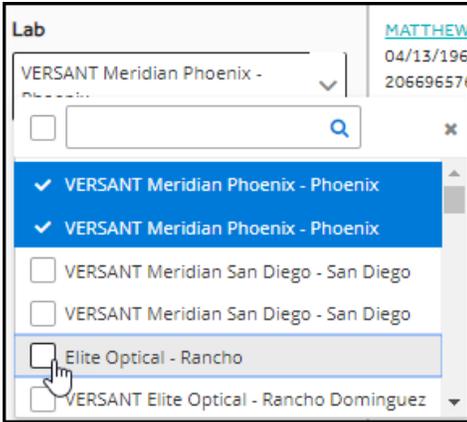


Figure 177. ECP Portal – Orders/Claims History – Lab List Box

- When you have completed your selections, click the **Filter** button at the top of the column. The list redisplay only the orders and claims you specified.

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
	DAVIS VISION	S319231 10/18/2019	Pending 10/18/2019 ✘	2DRAAD27A36041D	10/19/2019	OMEGA - DALLAS	Shipped 10/23/2019 Remake
	DAVIS VISION	S319002 10/09/2019	Pending 10/09/2019 ✘	B25A0CE05D694EE	10/09/2019	OMEGA - DALLAS	Shipped 10/10/2019 Remake
	DAVIS VISION	S319019 10/09/2019	Pending 10/09/2019 ✘	3055DF65A0BC4EE	10/09/2019	OMEGA - DALLAS	Shipped 10/10/2019 Remake

Figure 178. ECP Portal – Orders/Claims History (Submitted via Portal) Page Filtered

This is a list of the Pending Claims and the Shipped Orders for this office.

Finding a claim or order from your legacy portal

Typically, when you enter the Orders/Claims History page, you are reviewing claim and order records you have entered in the new portal, but you can also review the status of orders or claims you place in your legacy portal.

Orders/Claims History (Submitted via Versant Portal)		Orders prior to 10/01/2020 (Davis Members only)	Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims			
Displaying results of Claims prior to <MM/DD/YYYY>						
Member Info	Service Date	Claim Number	Amount Billed	Status	Claim Amount Paid	Paid To
Ashley Smith 09/02/1964 (22222222)	MM/DD/YYYY	0016978259	\$150.00	Pending		
Rang Chang 09/02/1964 (22222222)	MM/DD/YYYY	0016978125	\$100.00	Pending		
Anthony Miller 09/02/1964 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Pending		
Olivia Davis 09/02/1964 (22222222)	MM/DD/YYYY	0016978125	\$100.00	Approved		
Jerry Johnson 09/02/1964 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Approved	\$120.00	
Tom Cruise 09/02/1970 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Approved	\$120.00	

Figure 179. ECP Portal – Claims on legacy portal and All DOS Electronic/Paper claims History Page (Davis Vision ECPs)

The options you see in the Orders/Claims History page are different depending upon the legacy system you used. Overlapping ECPs who used both systems will display both options. All records are based on the selected **Location** field entry, so when you change the Location, the records that display change.

Davis Vision ECPs can review legacy orders and claims (shown in the previous figure), including claims placed within the last four years and orders placed within the last 90 days.

Superior Vision ECPs can review legacy claims only (shown in the next figure) but you can search for claims placed within the last four years.

Orders/Claims History (Submitted via Versant Portal)		Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims			
Displaying results of Claims prior to <MM/DD/YYYY>					
Member Info	Service Date	Claim Number	Amount Billed	Status	Claim Amount Paid
Ashley Smith 09/02/1964 (22222222)	MM/DD/YYYY	0016978259	\$150.00	Pending	
Rang Chang 09/02/1964 (22222222)	MM/DD/YYYY	0016978125	\$100.00	Pending	
Anthony Miller 09/02/1964 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Pending	
Olivia Davis 09/02/1964 (22222222)	MM/DD/YYYY	0016978125	\$100.00	Approved	
Jerry Johnson 09/02/1964 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Approved	\$120.00
Tom Cruise 09/02/1970 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Approved	\$120.00

Figure 180. ECP Portal – Orders/Claims History Page (Superior Vision ECPs)

Note: The search filters reference a date, <MM/DD/YYYY>, which refers to the date the selected ECP started using the ECP Portal. All orders and claims created before that are considered legacy claims or orders.

Finding legacy portal claims

You can find the status of legacy Davis Vision or Superior claims using these instructions. You cannot use the filter options to search the legacy portal claims.

To find claims from a legacy portal:

1. From the Portal Dashboard, click the **View Orders/Claims** or **View Claims** button. The Orders/Claims History page displays.

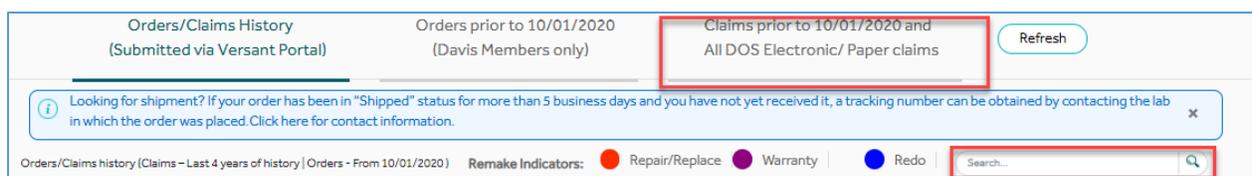


Figure 181. ECP Portal – Orders/Claims History Page – Claims Search Options

2. Click the **Claims Prior to <MM/DD/YYYY> and All DOS Electronic/Paper claims** field.
3. In the **Search by** field, enter the criteria you want to search for.
4. Press **Enter** to begin the search. The results display below the search fields.

Member Info	Service Date	Claim Number	Amount Billed	Status	Claim Amount Paid	Paid To
Ashley Smith 09/02/1964 (22222222)	MM/DD/YYYY	0016978259	\$150.00	Pending		
Bang Chang 09/02/1964 (22222222)	MM/DD/YYYY	0016978125	\$100.00	Pending		
Anthony Miller 09/02/1964 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Pending		
Olivia Davis 09/02/1964 (22222222)	MM/DD/YYYY	0016978125	\$100.00	Approved		
Jerry Johnson 09/02/1964 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Approved	\$120.00	
Tom Cruise 09/02/1970 (22222222)	MM/DD/YYYY	0016978598	\$120.00	Approved	\$120.00	

Figure 182. ECP Portal – Orders/Claims History Page – Legacy Claim Results

Finding legacy portal orders (Davis Vision only)

You can find the status of legacy Davis Vision ECP orders using these instructions. You cannot use the filter options to search the legacy portal orders. If you still need to log into the legacy Davis Vision portal, see [Submitting Davis Vision orders/claims in the legacy portal](#).

To find orders from a legacy portal:

1. From the Portal Dashboard, click the **View Orders/Claims** button. The Orders/Claims History page displays.

Orders/Claims History (Submitted via Versant Portal)	Orders prior to 10/01/2020 (Davis Members only)	Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims
---	--	--

Figure 183. ECP Portal – Orders/Claims History Page - Order Search Options

2. Click the **Orders Prior to MM/DD/YYYY (Davis Members only)** field.
3. In the **Search by** field, enter the criteria you want to search for.
4. Press **Enter** to begin the search. The results display below the search fields.

Orders/Claims History (Submitted via Versant Portal)	Orders prior to 10/01/2020 (Davis Members only)	Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims				
Displaying results of Orders prior to <MM/DD/YYYY> *Please call Customer Service 1800-000-0000 for any Replace/Repair, Warranty and Redo Orders						
Member information	Provider Details	Submitted On	Order Number	Auth #	Status	Status Date
Ashley Smith 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	MM/DD/YYYY	76349148	ABC-00000935	Shipped	MM/DD/YYYY
Bong Chang 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	MM/DD/YYYY	76349292	ABC-00000931	Shipped	MM/DD/YYYY
Anthony Miller 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	MM/DD/YYYY	76349409	ABC-00000935	Shipped	MM/DD/YYYY
Olivia Davis 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	MM/DD/YYYY	76349409	ABC-00000935	Shipped	MM/DD/YYYY
Jerry Johnson 09/02/1964 (222222222)	Dr. Annie Hao 123456789 (Davis Plan)	MM/DD/YYYY	76349409	ABC-00000935	Shipped	MM/DD/YYYY
Tom Cruise 09/02/1970 (222222222)	Dr. Allan Shaeffer 123456987 (Davis Plan)	MM/DD/YYYY	76349409	ABC-00000935	Shipped	MM/DD/YYYY

Figure 184. ECP Portal – Orders/Claims History - Legacy Order Results

Note: As the prompt indicates, call Customer Service for remake orders (remakes, re-dos, and warranty orders) as these do not display in the ECP Portal.

Finding a patient's claim or order details

You can review four years of a patient's claim history (for Davis Vision and Superior Vision legacy portal users) and 90-days of order history (for Davis Vision legacy portal users) in the ECP Portal.

To review a patient's order and claim history:

1. Find the member using the instructions in [Finding a patient's eligibility information](#). The results based on the data you entered displays.

Displaying search Results for : Service Date: 11/18/2020 , DOB: [REDACTED] 1961 , Member ID: [REDACTED]

Select	Member Information	Relationship	Group/Sub Group	Plan Name/Plan Prefix
<input type="radio"/>	DC [REDACTED] [REDACTED] View Detailed Benefits Service Record Form History Family Information ^	Member	THE BOEING COMPANY	MEMBER, SPOUSE, DEPENDENTS [REDACTED]
<input type="radio"/>	DO [REDACTED] XXXX/1958 <input checked="" type="checkbox"/> View Detailed Benefits Service Record Form History	Spouse	THE BOEING COMPANY	MEMBER, SPOUSE, DEPENDENTS [REDACTED]
<input type="radio"/>	DO [REDACTED] XXXX/1995 <input checked="" type="checkbox"/> View Detailed Benefits Service Record Form History	Child	THE BOEING COMPANY	MEMBER, SPOUSE, DEPENDENTS [REDACTED]

Figure 185. ECP Portal – Member Search Results (History Button Highlighted)

2. Click the **History** button  to display the patient's order and claim history information.

Orders/Claims History (Submitted via Versant Portal) Orders prior to 10/01/2020 (Davis Members only) Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims [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 10/01/2020) Remake Indicators: ● Repair/Replace ● Warranty ● Redo

Member Information		Claims Summary		Orders Summary				Order Status	Action
Member Info	Provider Details	Claim Number	Claim Status	PO/Order Number	Submitted On	Lab	Order Status	Action	
YOI [REDACTED]	[REDACTED]	10393575 11/18/2020	PENDING 11/18/2020	67C42DE9321D49D	11/18/2020	VERSANT Newtown Square	Order Received 11/25/2020		

1

Figure 186. ECP Portal – Member History

Note: If the order is in the Shipped status, a Shipping Tracking

Number link displays so you can see the progress of the materials being shipped. Click this link to go to the official shipping site for the labs (either Newtown Square or Essilor labs).

3. To see the details of an order, click the **Order Number** link. The order detail information for the order you selected displays.

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

Order Summary

PO #: C70DA0091342422	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
Submitted On: 07/24/2019		NPI: [REDACTED]	NPI: [REDACTED]	Acct#: [REDACTED]	OMEGA - DALLAS
Place of Service: 11		Name: [REDACTED]	Name: [REDACTED]	Address:	13515 N. Stemmons FWY., TX, 75234.
Service Date: 07/24/2019		TAX ID: [REDACTED]	Medical ID:	952 TROY SCHENECTADY RD, LATHAM, NY, 12110	(800) 366-6342,

Lens Prescription

Sphere	Addition	Dist. PD	Height	Job Type	Lens Type
RE: +2	2	30	30	Dress - Frame To Come	Progressive
LE: +2	2	30	30		

Treatments	Design	Material
Crizal Alize UV	Essilor Accolade	Polycarbonate Clear

Frame Information

Frame Source	Manufacturer	Brand	Model	Color	Eye Size	Temple Length	SKU Number
Doctor Supplied	A & A Optical	Alexander Collection	Rene	LILAC	51	130	400001002438

Frame Type	A Box	B Box	DBL
Metal Edge	53	39	12.00

Examination and Materials Dilation Performed: No

HCPCS Codes	Description	Modifier	U&C charges	Days or Units(s)	Diagnosis Codes
S0504	SINGLE VISION PRESCRIPTION LENS PER LENS		\$44.00	1	• Z00.2 - Primary
V2781	PROGRESSIVE LENS PER LENS	PM	\$0.00	2	• Z00.2 - Primary
V2784	LENS POLYCARBONATE OR EQUAL ANY INDEX PER LENS	RX	\$0.00	2	• Z00.2 - Primary
V2020	FRAMES PURCHASES	NP	\$33.00	1	• Z00.2 - Primary
V2750	ANTIREFLECTIVE COATING PER LENS	UL	\$0.00	2	• Z00.2 - Primary
V2299	SPECIALTY BIFOCAL	PL	\$0.00	2	• Z00.2 - Primary

Total U&C Charges: \$77.00

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

[Print](#)

Figure 187. ECP Portal – Order Summary Details

- To see the patient's order or claim history prior to today, click the **Orders Prior to** field on the Member History page.

Orders/Claims History (Submitted via Versant Portal) **Orders prior to 10/01/2020 (Davis Members only)** Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims 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 10/01/2020 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	Action
YOI		10393575 11/18/2020	PENDING 11/18/2020	67C42DE9321D49D	11/18/2020	VERSANT Newtown Square	Order Received 11/25/2020	

Figure 188. ECP Portal – Member History with Orders Prior To field highlighted

When you select this option, the older claims and orders pertaining to the patient display, if they are available:

← Back | Member History

Practitioner Information **Member Information**

Practitioner NPI: 0987654321 Practitioner Name: Dr. Eye Vision Practitioner Tax ID: 123456789 Member Name: Jerry Johnson Member DOB: 09/02/1964 Member ID: 222222222 Relationship: Self

Office Address: 939 Elkridge Landing Road, Linthicum, MD 21090 Shipping Address: 939 Towson Landing Road, Linthicum, MD 21090 Group: HealthFirst Newyork Plan Name: XYZ Vision Plan

Orders/Claims History (Submitted via Versant Portal) **Orders prior to 10/01/2020 (Davis Members only)** Claims prior to 10/01/2020 and All DOS Electronic/ Paper claims

Orders prior to <MM/DD/YYYY>- Davis providers *Please call Customer Service 1800-000-0000 for any Replace/Repair, Warranty and Redo Orders

Submitted On	Order Number	Auth #	Status	Status Date
MM/DD/YYYY	76349148	ABC-00000935	Shipped	MM/DD/YYYY
MM/DD/YYYY	76349292	ABC-00000931	Shipped	MM/DD/YYYY
MM/DD/YYYY	76349409	ABC-00000935	Shipped	MM/DD/YYYY

Figure 189. ECP Portal – Member History Prior to Current Claims/Orders

Cancelling a pending order or claim

Sometimes, a patient cancels an order after you have submitted it. If the order has not yet been fabricated, you can still cancel it.

To cancel a pending order or claim:

1. From the Portal Dashboard, click the **View Orders/Claims** button. The Orders/Claims History page displays.
2. Find the order or claim you want to cancel in the list.
3. Click the **Cancel** button .
 - If you are cancelling an order you have not yet submitted, this warning message displays.

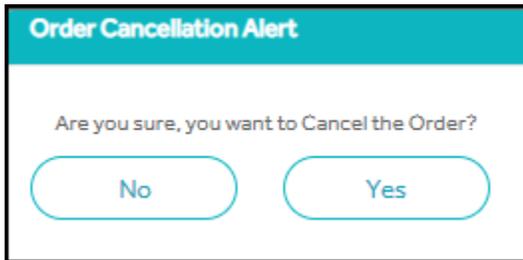


Figure 190. ECP Portal – Cancellation warning message (not submitted)

- If you are cancelling an order you have submitted, this warning message displays.

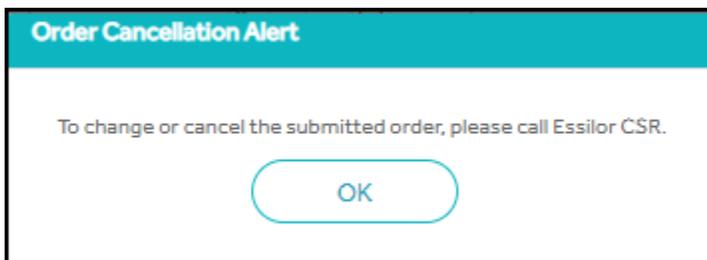


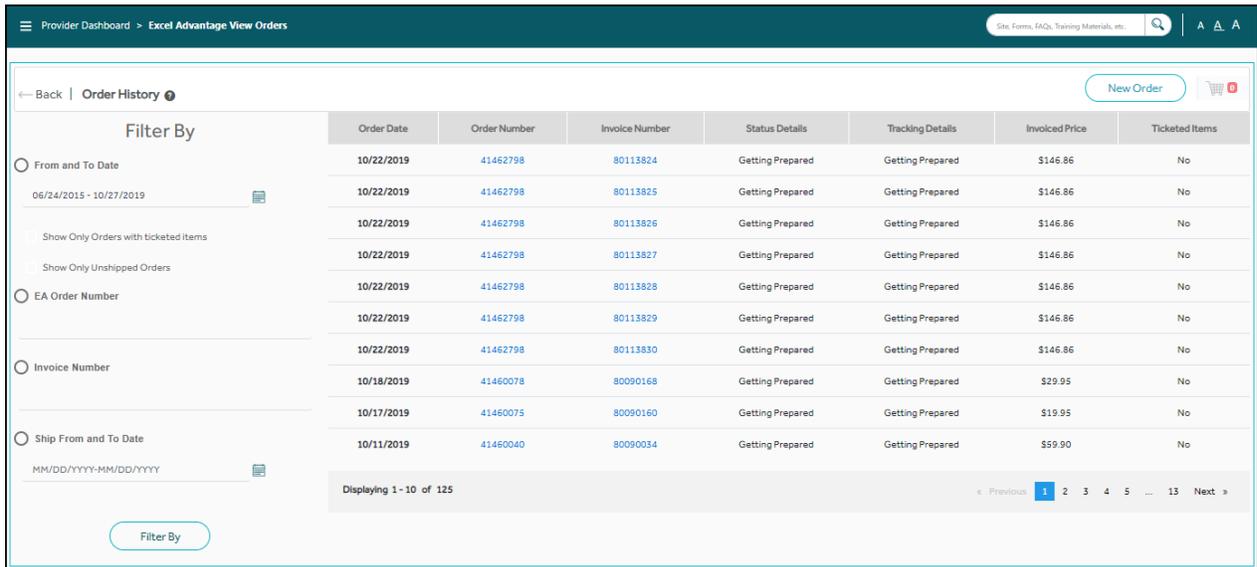
Figure 191. ECP Portal – Cancellation warning message after submission

4. Click the appropriate button based on your task.

Reviewing Excel Advantage orders (Davis Vision only)

To review your Excel Advantage order status:

1. From the Portal Dashboard, click the **Hamburger** icon , choose **Excel Advantage > View Orders**. The **Excel Advantage Order History** list for your office displays.



Filter By	Order Date	Order Number	Invoice Number	Status Details	Tracking Details	Invoiced Price	Ticketed Items
<input type="radio"/> From and To Date 06/24/2015 - 10/27/2019	10/22/2019	41462798	80113824	Getting Prepared	Getting Prepared	\$146.86	No
<input type="checkbox"/> Show Only Orders with ticketed items	10/22/2019	41462798	80113825	Getting Prepared	Getting Prepared	\$146.86	No
<input type="checkbox"/> Show Only Unshipped Orders	10/22/2019	41462798	80113826	Getting Prepared	Getting Prepared	\$146.86	No
<input type="radio"/> EA Order Number	10/22/2019	41462798	80113827	Getting Prepared	Getting Prepared	\$146.86	No
<input type="radio"/> Invoice Number	10/22/2019	41462798	80113828	Getting Prepared	Getting Prepared	\$146.86	No
<input type="radio"/> Ship From and To Date	10/22/2019	41462798	80113829	Getting Prepared	Getting Prepared	\$146.86	No
MM/DD/YYYY-MM/DD/YYYY	10/18/2019	41460078	80090168	Getting Prepared	Getting Prepared	\$29.95	No
	10/17/2019	41460075	80090160	Getting Prepared	Getting Prepared	\$19.95	No
	10/11/2019	41460040	80090034	Getting Prepared	Getting Prepared	\$59.90	No

Figure 192. ECP Portal – Excel Advantage Orders List

There are a variety of filter options here. Click the filter options and check boxes on the left and click the **Filter** button to redisplay the list.

2. To view the details of a specific order, click the **Order Number** link. The **Order Details** display.

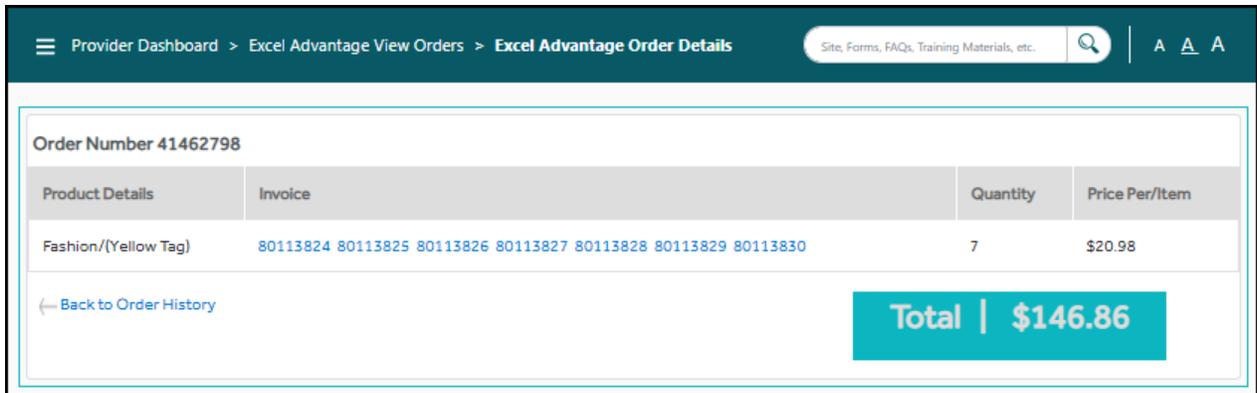


Figure 193. ECP Portal – Excel Advantage - Order Details

- To review the details of a specific invoice of an order, click the **Invoice** link. The Excel Advantage Item Summary displays.
- To print the item summary of this invoice, click **Print**.

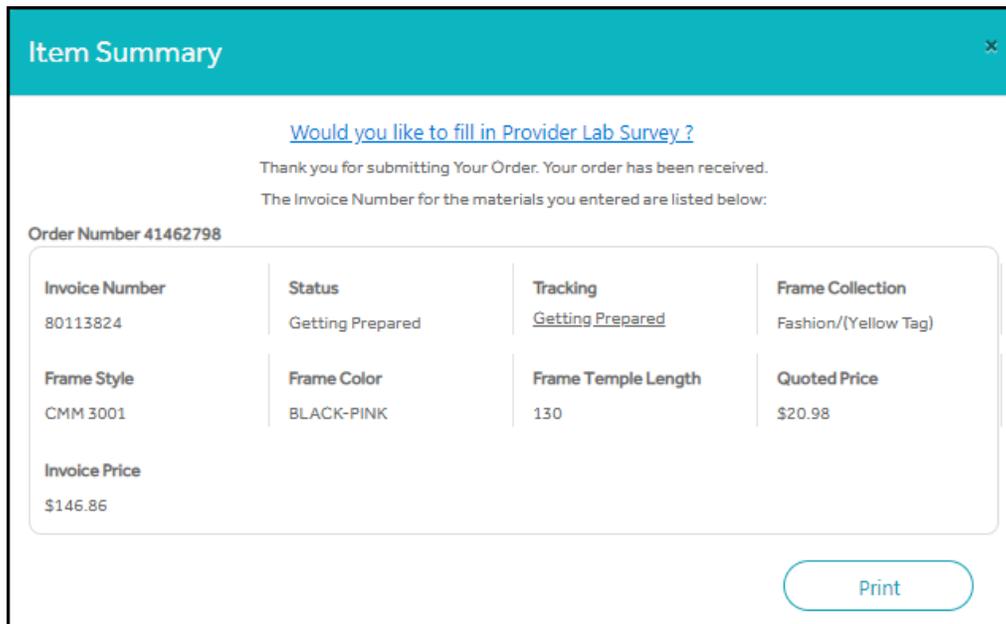


Figure 194. ECP Portal – Excel Advantage – Item Summary

Submitting an Excel Advantage lab survey

The **Lab Survey** option appears at the end of your Excel Advantage order submission process and is a great way to give us feedback on your Excel Advantage experience.

- From the Item Summary, click **Would you like to fill in the Provider Lab Survey?** The survey options display.

Survey
×

Our Quality Policy: Provide for the continuous development and support of our quality management system (QMS) - By doing "Whatever it takes" - In order to achieve 100% internal/External customer delight

Provider Number: 36749 **Provider Name:** Office Name **Survey Date:** MM/DD/YYYY **Contact Person*:** _____

Please take a moment to answer the following questions:

Please circle the appropriate number	Exceeds Expectations	Usually Meets Expectations	Often Meets Expectations	Seldam Meets Expectations	Never Meets Expectations
1. Lab turnaround time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a. Average turnaround time is _____ Days					
2. Prompt handling of order inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. processing of special orders/requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. In comparission to other laboratories, how would you rate your satisfaction with Davis Vision's service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distribution Center - Tower Shipments	Strongly Agree	Agree	Neither Both	Disagree	Strongly Disagree
18. Overall quality. Presentation and cleanliness meets our expectatins.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Clear
Submit

Figure 195. ECP Portal – Excel Advantage Lab Survey

2. Complete your selections and entries in the survey and click **Submit** to tell us how your lab order went.

Understanding material remakes

Things happen to glasses. Sometimes a child leaves them on the bus, or the prescription wasn't quite right, or frame or lenses break while they are still under warranty. This section discusses the processes for handling these circumstances so we can provide excellent customer service under these conditions.

Some general rules apply to all material remake programs:

- For remake programs (such as redo, remake, or repair/replace), the new order must be a duplicate of the frame, lenses, options, etc. that were issued the first time, except where specified
- Return benefits are available once per benefit cycle, unless specifically stated otherwise by the applicable benefit plan

- Payment for returned materials will include a dispensing fee only, there is no additional surfee. Additionally, we do not charge patients for option copays on remake orders.
- For remake orders, when the original frame was supplied by the Eye Care Professional, the frame will be replaced with a plan frame. Lenses and lens options must be the same as the original order for Eye Care Professional-supplied materials.

Let's define the relevant terms.

- **Redo**
Refers to the process of making a new pair of glasses when the glasses or lenses arrive with manufacturing errors.
- **Remake**
Refers to the process of making a new pair of glasses after the order has been delivered due to doctor or patient-requested changes. The benefit plan determines whether remakes are covered for a particular patient.
- **Repair/Replace**
Refers to plans that have specific rules for repairing and replacing materials that are under warranty or not, that have been broken, lost, or stolen. Some repair/replace benefit plans have prior authorization requirements.
Note: For Medicaid benefit plans, there is generally no limit on repair/replace benefits. For some government groups (such as Medicare, Medicaid, Child Health Plus, etc.), patients can use repair/replace to replace scratched lenses, if scratch coating or scratch protection plan is not offered as part of their plan.
- **Warranty**
Refers to requests to provide new materials due to warranty replacement policies. Some warranty policies are set by benefit plan.

What is the warranty policy?

Versant Health is committed to providing quality vision care and service and 100% customer satisfaction. Versant Health-supplied frames, spectacle and contact lenses, and options are covered under the following warranties. Davis Vision may request that the original materials be returned prior to submitting a redo/remake/repair-replace order.

Type of Policy	Time Limit
Warranty	1 year from the delivery date
Remakes	30 from the ship date
Re-dos (due to lab errors)	30 from the ship date

Versant Health does not provide refunds for copayments associated with returned or replaced materials. Member benefits are not reinstated under warranty conditions. After glasses have been shipped from the lab, your patient's can work within our generous warranty periods.

Requesting a redo

If lab materials arrive at your office damaged or have a lab error, Versant Health will make it right! Whether there was a mistake in the manufacturing process or the materials were damaged in transit, Versant Health will redo the order free of charge to you and to your Patient, whether the manufacturer was an Essilor lab or Newtown Square. All redo orders must be placed within 30 days of shipment.

Commercial or Medicare order redo

The process for requesting a commercial or Medicare redo:

1. In the portal, look up the original order and print the Order Summary page of the order.
2. Get lab contact information, patient name, and Lab Reference # (from the Order Summary page).
3. Call the lab that sent the job and explain the issue.

4. Return the materials to the lab with the Order Summary page.
Note: The status of this type of remake does not display on the portal. Please call the original lab for status updates.

The lab sends the replacement order. This will not count as a one-time remake.

Medicaid order redo

The process for requesting a Medicaid lab order redo:

1. In the portal, go to the Orders/Claims History page and find the original Medicaid order.
2. In the Order Status column, click **Remake**.
3. Select the **Redo** option in the lightbox, select the redo reason: **Lab Error**, and then select the specific reason for the change. Then click **Continue**.
4. Click the Authorization check box and click **Submit Order**.
5. Print the Order Summary page and send the original materials with the Summary page to the NTS lab.
6. Check the Orders/Claims History page for updates.

The lab sends you the replacement order.

Requesting Commercial/Medicare remakes

If you need to make a one-time change to an existing commercial or Medicare order, the process you follow depends upon whether you have received the order. Use the instructions below based on the status of the order materials you want to change.

...Before you receive the order materials from the lab

If you have not yet received your commercial or Medicare order, follow the instructions below to make a one-time change. If the order change you are making results in an upgrade, the patient pays you the difference

in materials, when applicable. Versant Health adjusts the claims to pay you the difference. This change must occur within 30 days of shipment.

To request a Commercial/Medicare remake before materials are shipped:

1. Call the lab you placed the order with (from the Order Summary page) to discuss the details of the change.
The CSR evaluates the request and processes the change as a one-time remake. If there are no upgrades to the job, no further action is required.
Note: If you are requesting an upgrade, continue to the next step.
2. If the order requires an upgrade (that is, an increase in the tier or an add-on enhancement), this evaluation occurs:
 - **If the job has to be restarted**, the lab will cancel the existing order and notify Versant Health to reset the patient's benefits in the portal. This can take up to two business days.
 - **If the job can be upgraded while in process at the lab**, no further action is required.
3. If the job has to be restarted, after two business days, use the portal to [re-enter the order with the changes](#). Wait for original materials from the lab, if needed.
4. From the portal, print the Order Summary page of the original order, and send it to the lab. Add original materials, if appropriate.
5. Check the portal for status updates on the new order.

The lab sends the replacement order. This counts as the order's one-time remake.

...After you have received the order materials from the lab

If you have received your commercial or Medicare order, follow the instructions below to make a one-time change. If the order change you are making results in an upgrade, the patient pays you the difference in materials, when applicable. Versant Health adjusts the claims to pay you the difference. This change must occur within 30 days of shipment.

To request a Commercial/Medicare remake after materials are received:

1. Call the lab you placed the order with (see the Order Summary page) to explain the change you want to make to the order. The CSR evaluates the request and processes the change as a one-time remake. If there are no upgrades to the job, no further action is required.
Note: If you are requesting an upgrade, continue to the next step.
2. If the order requires an upgrade (that is, an increase in the tier or an add-on enhancement), the CSR notifies Versant Health so they can reinstate the benefits in the portal.
3. After two business days, use the portal to [enter a new order with the changes](#).
4. From the portal, print the Order Summary page of the new order, and send it to the lab. Send along the original materials with this page.
5. Check the portal for status updates on the order.

The lab sends the replacement order. This counts as the order's one-time remake.

Requesting Medicaid repair/replace orders

Most of the time, ECPs can submit Medicaid redo and repair/replace orders using the Remake button on the Orders/Claims History page. The only exception to this case is when the order has changed tiers between the first submission and the second. In that case, the remake needs to be handled by Versant Health Customer Service Representatives only. Please call the Versant Health Customer Service phone number to submit this type of request.

To submit a remake order for a Medicaid patient within the same tier or a lesser tier:

1. From the **Orders/Claims History** page, find the original order you want to remake in the Orders Summary list.

Orders Summary			
PO/Order Number	Submitted On	Lab	Order Status
D1D24EF51B96493	10/17/2019		Shipped 10/19/2019
6EAAA5F49DFE4C3	10/10/2019	OMEGA - DALLAS	Shipped 10/11/2019

Figure 196. ECP Portal – Orders/Claims History - Remake (Repair/Replace)

- Click **Remake** to start the remake order. A popup box displays.

Remake Options

[PUENTES, TIMPSON](#)
206696911363

Please choose one options below

Repair/Remake
 Warranty
 Redo

[Cancel](#)

Figure 197. ECP Portal – Remake (Repair/Replace Selection Option)

- Select the suitable radio button, depending upon the order type: When you select valid options, the **Continue** button displays.
 - **Repair/Remake**
Select this option to remake the order and choose the appropriate remake reason from the drop-down list.
 - **Warranty**
Select this option to remake materials that are under warranty and choose the appropriate reason from the list that displays.
 - **Redo**
Select this option if the remake is due to a lab error or due to a one-time change (within 30 days of shipping) with no upgrades. For these redos, choose the appropriate reason details from the lists that display. You cannot change any details of the original order for a redo request that is due to a lab error, but you can for one-time changes within 30 days.

- If you are submitting a one-time remake change, add the changes to the original material order or the new order as appropriate. The type of remake you are requesting determines whether you can make changes or not.
- Click **Continue** to display the Review and Submit page.

Figure 198. ECP Portal – Review and Submit Page

- Review the order, scroll to the bottom of the page, and select the **Authorization** check box.
- Click **Submit Order** to continue. A confirmation note displays.

Order Summary

PO/ Order number: 111111111
 Submitted On:
 Place of Service: Office
 Service Date: 01/10/2019

Member Details
 Jerry Johnson
 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

Examination and Materials Dilation Performed: Yes

CPT/HCPCS Codes	Description	Modifier	U&C Charges	Days or Unit(s)	Diagnosis Codes
V2020	Frame Purchase	DS	\$200.00	1	• Z01.00 - Encounter for examination of eyes and vision without abnormal findings Primary
V2781	Progressive Ultimate	UX		2	• H52.11 Myopia, right eye Primary
V2750	Anti-Reflective Coating Per lens	UL		2	• Z01.00 - Encounter for examination of eyes and vision without abnormal findings • H52.11 Myopia, right eye Primary

Total U&C Charges: \$200.00

Ok

Figure 199. ECP Portal – Remake Confirmation Message

8. Click **OK** to close the message. After the remake order has been received, you can print the packing slip, if needed.

Note: You can check the Orders/Claims History page to find the status of the remake order.

Tip: To get information about your remake quickly, use the **Lab reference number** to discuss the order with the lab.

Logging out of the portal

In the upper right corner of the page, the office name displays as a link. To log out of the Eye Care Professional Portal:



Figure 200. ECP Portal – Office Name Link

1. Click the **Office Name** link to display the Log Out option.
2. Click **Log Out** to close the ECP Portal.

Glossary

This is a glossary of terms you will find in this User Guide that may not be familiar to you.

A B C D E F G H I J L
M N O P Q R S T U V W

A

Term	Definition
Adjudication, Adj.	Process for evaluating/paying claims based on eligibility status and service coverage. Also ensures that Eye Care Professionals are paid for the services they provide.
Advanced Premium Tax Credit (APTC)	Granted to income-eligible ACA patients to help them pay for health care costs. Members still pay a monthly premium for health care service. See APTC Grace Period and APTC Delinquency Period for more information.
Allowed Amount (ACA)	The Eye Care Professional negotiated rate for ACA cost-sharing claims, where the Eye Care Professional is defined as the Doctor and/or the Versant Health Lab. The member pays the Eye Care Professional the amount that Versant Health would have paid to the Eye Care Professional, when the member is wholly responsible for covered services – such as, when the Deductible is not met or APTC and in the delinquency period. The Eye Care Professional negotiated rate includes payments to both the Eye Care Professional and the Davis Lab when materials are dispensed.
Anti-Reflective Coating (ARC)	A clear lens coating that limits light reflection by allowing the maximum amount of light to pass through the lens.
APTC	Advance Premium Tax Credit. ACA patients who cannot pay for their ACA coverage on their own, get assistance from the Federal government. The government pays a portion and the member pays a portion. If the member fails to pay the portion of his or her benefits, the benefit ends. See APTC Delinquency and Grace Period entries.
APTC Delinquency Period	For ACA patients who are APTC-eligible, this period refers to days 31 through 90 (months 2 and 3) after the member has not paid his or her premium.

Term	Definition
APTC Grace Period	For ACA patients who are APTC-eligible, this period refers to days 1 through 30 (the first month) after the member has not paid his or her premium. Members who pay their premiums within this period avoid the APTC Delinquency Period.

B

Term	Definition
Ben.	Abbreviation for Benefits .
Benefit Plan	Collection of benefits offered as a product to a Payor . The plan defines the conditions / limitations of services that are covered, exclusions, limits, and accumulator values. A Benefit Plan can be associated to more than one Benefit Contract. Also called a rider.
Biannual	Twice a year.
Biennial	Every two years.
Breakage	Frame/lenses that do not pass quality inspection in the Versant Health Labs
Buy Up	When a patient wants to buy a Frame type (Fashion, Designer, and Premier) that is higher than one s/he is covered for, it is considered a buy up. The patient only has to pay the difference between his covered frame and the frame s/he wants.

C

Term	Definition
Claim	Request for reimbursement for materials/services provided to a Member by an Eye Care Professional. An invoice for these materials or services.
COB	Coordination of Benefits. Provisions and procedures used by third-party Payors to determine the amount payable to each Payor when a claimant is covered under two or more group health plans.
COBRA	Consolidated Omnibus Budget Reconciliation Act allows terminated/resigned employees continued access to group health coverage as long as the former employee pays for the coverage themselves.

Term	Definition
	This coverage is available for 18 months after termination. Many Client groups have a separate COBRA plan.
Coinsurance (Coins)	Coinsurance is a cost-sharing requirement under a health insurance policy, which provides that the insured assumes a portion or percentage of the costs of covered services rather than a fixed amount.
Comprehensive Eye Exam	Describes a level of service in which a general evaluation of the complete visual system is made. The comprehensive services constitute a single-service entity but need not be performed during one session. The service includes history, general medical observation, external and internal examination, gross visual fields and basic sensorimotor examination. It always includes initiation of a diagnostic and treatment program as indicated.
Contact Lenses	<p>A small shell-like lens that rests directly on the eye; styles include:</p> <ul style="list-style-type: none"> ▪ Soft Lens Made from flexible, water-absorbent plastics that are comfortable, even at the end of the day. ▪ Daily-Wear Lenses put in the eye in the morning and removed at the end of the day. ▪ Disposable/Planned-Replacement Soft lenses that are worn for a prescribed length of time and then are discarded. ▪ Extended-Wear A soft lens with the same comfort as a daily-wear soft lens, but that can be left in the eye for up to two weeks. Also tears easily. ▪ Gas-Permeable A hard lens that is very oxygen-soluble and quite comfortable to wear. They need minimal care and last for years. ▪ Medically Necessary Prescribed for conditions in which visual acuity cannot be adequately corrected with eyeglasses but can be corrected by contact lenses. ▪ Toric A contact lens designed to correct astigmatism.
Copayment (Copay)	A type of cost-sharing that requires the Member to pay a flat dollar amount, usually on a per-unit of service basis, with Versant Health or the Employer reimbursing some portion of remaining charges.
Cost Sharing	The general set of financing arrangements whereby the consumer must pay out-of-pocket to receive care, either at the time of initiating care, or during the provision of health care services, or both. Cost

Term	Definition
	sharing can also occur when an insured pays a portion of the monthly premium for health care insurance.
Cost-Sharing (ACA)	Plans that capture the out-of-pocket costs for each patient (and each family) so that the patient does not pay more than a pre-set amount out-of-pocket for all combined medical services and materials.
Covered Basic Service	Benefit that Versant Health may pay some portion of, if the patient is eligible for the service. Basic services include: exam, frame, spectacle lenses, and contact lenses.
CPT	C urrent P rocedural T erminology. Procedure codes used on claim and referral forms. Versant Health is moving to a CPT-only Procedure Code system for exams.

D

Term	Definition
DDOL	D octors D oing O wn L abwork. This is an abbreviation that indicates that lab work or materials are created or provided exclusively by the Eye Care Professional.
Deductible	The out-of-pocket expenses that are borne by a Member before the insurer begins reimbursing them for additional expenses.
Deductible / Deductible Maximum	The amount a member contributes for covered health care services before the health plan begins to pay. The value is added to the individual and family YTD accumulators. (ACA)
Diagnostic Dilation	The opening of or enlarging of the pupil by means of eye drops to better see inside the eye.
Dispensing Fees	Flat fees Versant pays to ECPs per job for frames and lenses
DOS	D ate of S ervice

E

Term	Description
Edging	The process of cutting a lens blank to the appropriate size and shape required for a particular frame.

Term	Description
EDI	Electronic Data Interchange is defined as the secure transfer of structured data, by agreed message standards, from one system to another without human intervention. Does not transfer money but formal Eye Care Professional and member enrollment and claim data and reports.
EDP	Eyewear Dispensing Program is the name of the new lab model for Versant Health Eye Care Professionals.
Effective, Eff, Eff From	Abbreviation that refers to the first date of vision coverage.
Electronic Medical Records (EMR)	A third-party application that provides a digital version of a paper medical chart that contains a member's medical history from a vision practice. The POS system uses the Customer's EMR records to populate the exam and prescription part of the POS system record. This application is not used in two-door states (states where the Ophthalmologist and the Optometrist are in different stores). The data in this system is added by the store's doctors.
Exclusive Collection	Set of high quality frames available to Versant Health Eye Care Professionals to sell to their patients and customers.
Executive Bifocal	Bifocal in which the near (reading) portion is across the entire bottom of the lens. Useful for extended close-up work (such as bookkeeping) at a desk.
Explanation of Benefits (EOB)	Member communication that indicates the benefits that have been paid on behalf of the Member. Can be sent through the mail or viewed online using the Member website.
Explanation of Payment (EOP)	Eye Care Professional communication that explains the check he or she has received and what claims it is for.
Escalation Process	When a Versant Health network Eye Care Professional or patient is not satisfied with their job status, contact a Versant Health Customer Service Associate to escalate the issue. The Escalation team reviews and responds to complaints on a daily basis.
Est	Abbreviation meaning Estimated .
Exception	Defines what is not covered, or what is conditionally covered and under what conditions based on Category Set values. More than one exception can be associated with one Benefit Class.
Exclusions	Clauses in a contract that deny coverage to select individuals, groups, locations, properties, or risks.

Term	Description
Exclusivity Clause	Part of a contract, which prohibits Eye Care Professionals from contracting with more than one managed care organization (HMO, PPO, IPA, etc.)
Eye Care Professional	Individual or group that renders vision care services and/or materials to a member/patient.
Eye Care Professional Network	A collection of Eye Care Professionals that includes those Eye Care Professionals needed to deliver either the total range of services (or a subset of the total range of services) offered under the health plans administrated by the managed care organization.
Eye Care Professional Network Sets	Logical groupings of eye Care Professional Networks sometimes called panels.

F

Term	Description
Fashion Eye Consultant	Optical Assistant who helps patients choose frames and completes frame-related paper work.
Fee Disclosure	Fee disclosure refers to Eye Care Professionals and caregivers discussing their charges with patients prior to treatment.
Fee Schedule	Defines the procedures, payment method, and payment amount covered under a Benefit Contract. Listing of procedure codes, with or without modifiers, with the applicable reimbursement or billing amount. A fee schedule can be used by one or more Benefit Contracts.
Finishing	Edge lenses into frame
Formulary	The expansive list of lens products, options, and services that are covered by a Versant Health benefit plan. These materials and options are manufactured by their associated labs and include lenses, progressive tiers, AR and UV coatings, and other lens modifiers.
Frame to Come (FTC)	Status that occurs when the Eye Care Professional or the customer is sending the frame they have selected to the lab for use in manufacturing. Orders are placed on hold until the frame arrives at the lab.
Full-Spectrum Lens	An ophthalmic lens made from a plastic that transmits approximately 90% of ultraviolet light. (A conventional plastic lens transmits only 10% of ultraviolet light.)

G

Term	Definition
Gradient Coat	A lens coating that is darker at the top of the lens, fading to lighter at the bottom.
Group Billings	Fees Versant Health charges to self-insured groups for frames and lenses. The fees vary by lens type (such as, single vision, bifocal, trifocal lenses)
GRP#	Group Number. Refers to the ID number associated with an Employer group.

H

Term	Definition
HCFA	Health Care Financing Administration. Government agency responsible for the Medicare program.
HCPCS	Healthcare Common Procedure Coding System. Industry-standard coding system of medical procedure codes. Level I codes are CPT codes. Level II codes are national codes. Level III codes are local codes.
HEDIS	Health Plan Employer Data and Information Set. A set of performance measures designed to standardize the way health plans report data to employers. HEDIS currently measures five major areas of health plan performance: quality, access and patient satisfaction, Membership and utilization, finance, and descriptive information on health plan management.
HIPAA	Health Insurance Portability and Accountability Act. Federal legislation that restricts the sharing of member's personal identification data.
Hr	Abbreviation meaning Hour
Hx	Abbreviation meaning History

I

Term	Definition
ICD-10	Format for diagnosis codes as of October 1, 2015. Clinical diagnosis codes that indicate the patient's diagnosed disease or injury.

Term	Definition
Indemnity	Refers to an Out-of-Network claim or payment.
Integrated Lab	Lab that has been added to the ECP Portal.
Intermediate Examination	Describes a level of service pertaining to the evaluation of a new or existing condition complicated with a new diagnostic or management problem. This does not necessarily relate to the primary diagnosis. It includes history, general medical observation, external ocular and adnexal examination and other diagnostic procedures as indicated; it may include the use of mydriasis.

J

Term	Definition
Job	One increment of work in the lab. This could be a complete pair or a single lens.

L

Term	Definition
L, F, M	Abbreviation for L ast, F irst, and M iddle name
Lab Chargeback	Net payment between Versant and ECPs for lab services (Chargeback = MOOP – Dispensing fees – Surfees)
Lab Fees	Payment made by ECP to Versant Health for use of lab services by upgraded lens or lens option
Lab Reference Number	The number the Essilor lab has assigned to the order.

M

Term	Definition
Materials Only Order	Product (frame, uncut lenses, etc.) that does not have any exam or evaluation services included

Term	Definition
Medically Necessary (Med Nec)	Those covered services required to preserve and maintain the health status of a patient in accordance with the area standards of medical practice.
Member	Person eligible for the benefits offered under a benefit contract. A member can be a subscriber (policy holder) or a dependent.
Member Out of Pocket (MOOP)	Member's cost for upgraded frames, lenses, and options paid to ECPs at the point of sale.

N

Term	Definition
NDC	National Drug Code , a national standardized code that uniquely identifies drugs prescribed to members.
Network	Collection of Eye Care Professionals – typically formed to facilitate a common benefit level provided by the network, a common payment methodology for claims filed by members of the network, or common member responsibility.
Network Eye Care Professional	An Ophthalmologist, an Optometrist or an Optician, as defined by the Plan, who has signed an agreement with the Claim Supervisor to provide Covered Services to Enrollees.
Network Set	Collections of Eye Care Professional networks that are arranged by priority within the set. Network Sets are assigned to a Benefit Contract with Preferred, Allowed, or Special status. This status affects the coverage and cost of benefits within a Benefit Class.
Non-Integrated Lab	Lab that has not yet been added to the ECP Portal.
Non Plan	See Plan/Non Plan .
NTS	Abbreviation for Newtown Square (Manufacturing Lab for Versant Health Medicaid orders).

O

Term	Definition
Out-of-Pocket (OOP)	The amount of a member's cost share contributions for commercial or ACA Cost Sharing Plans including Deductibles, Basic Service Copayments, and Coinsurance. The amount a member contributes for

Term	Definition
	covered health services is added to the individual and family YTD accumulators.
Out of Pocket Maximum (OOPM)	The out-of-pocket maximum is the most a member will pay toward covered services each year. After the out-of-pocket maximums (individual or family) are met, the Health Plan pays for any additional covered services. This does not include valued add or lens buy up options.
Overlapping Coverage	In this document we refer to Eye Care Professionals that have contracts with both Davis Vision and Superior Vision as having Overlapping coverage.

P

Term	Definition
Paid Claim / Paid Line Services	Claim and claim lines that have adjudicated and are paid or denied; and have been included in a weekly check run (a.k.a. 'registered' claims).
Payor	An individual or organization who pays for materials and items that are provided by an Eye Care Professional and covered under a benefit plan in exchange for receiving premiums from a member.
PC	Procedure Code
Plan/Non-Plan	<p>Materials (frame / lenses) provided by the Versant Health registered labs are plan materials; frames and lenses provided by other entities are non-plan materials. Some patients have an allowance for non-plan materials and pay any additional costs out-of-pocket.</p> <p><i>Examples:</i></p> <p>Patients can get frames from our Eye Care Professionals and send them to a non-Versant Health lab for lens fabrication; in this case the frame would be plan and the lenses would be non-plan.</p> <p>Conversely, patients can select a non-Versant Health frame and send them to our labs for lens fabrication; in this case, the frame would be non-plan and the lenses would be plan.</p>
Plan Types	<p>Davis Vision has plan types that group individual benefits for assignment to a contract. Within plan types there can be variations of benefits (copay amount, or allowances, etc.) that are specific to a particular subgroup or member category. The following is the list of the most widely used plan types:</p> <ul style="list-style-type: none"> ▪ A Allowance,

Term	Definition
	<ul style="list-style-type: none"> ▪ DE Designer, ▪ DG Designer Gold, ▪ DI Affinity Discount Plan, ▪ FS Fashion, ▪ FV Fashion Value, ▪ HY Hybrid Discount Plan, ▪ IN Indemnity Only, ▪ M Medical, ▪ MV Managed Vision, ▪ PP Premier Platinum, ▪ PPP Premier Platinum Plus, and ▪ PR Premier
POF	Abbreviation for Patient's Own Frame
Practitioner	Individual Eye Care Professionals working in a Practice Office.
Premium Paid Thru Date (ACA)	Reflects the date the member has paid their premium thru. The premium is paid to the Medical Health Plan not Versant Health.

Q

Term	Definition
QA/QC/QR	Import Frame inspection station or process (status of the Newtown Square manufacturing cycle)
Quality Assurance (QA)	Activities and programs intended to assure the quality of care, in the Lab, in the Call Center, or on the IT team. Such programs include peer or utilization review components to identify and remedy deficiencies in quality.

R

Term	Definition
Redo	Refers to the process of making a new pair of glasses when the glasses or lenses need to be redone due to a lab error
Remake	Refers to the process of making a new pair of glasses when the first pair has been delivered due to doctor or patient-requested changes.

Term	Definition
Ref	Referring (as Eye Care Professional)
Repair/Replace	Refers to a program that some group contracts have that have specific rules for repairing and replacing glasses and contact lenses that are either under warranty or not, that have been broken, lost, or stolen. Some groups with Repair/Replace benefits have prior authorization requirements.
Royalties	Versant Health payments made to raw materials ECPs for dispensing branded products

S

Term	Definition
Seq	Sequence number. Typically, this is used to indicate successive claim lines.
Service Representative	The Versant Health Associate responsible for the daily interaction with and authorization of services for Members and participating Eye Care Professionals with Versant Health.
Src	Abbreviation for Source (of Admission).
SRF	Service Record Form . Davis Vision document that explains a patient’s benefits in detail.
Stat	Abbreviation for Status
Subscriber	Policyholder. Person for whom the contract is created.
Subjective Examination	An eye test using patients’ responses to help determine the prescription.
Surfees	Variable fees that Versant pays to ECPs for selling premium lenses and lens options to a member.

T

Term	Definition
Third-Party	Refers to an administrator, individual, or company that contracts with employers who want to self-insure the health of their employees. They develop and coordinate self- insurance programs, process and pay claims, and may help locate stop loss insurance for the employer. They also may

Term	Definition
	analyze the effectiveness of the program and trace the patterns of those using the benefits. Example: Blue Cross/Blue Shield.
Tot	Abbreviation for Total
Tray Tracking	System that supplies Eye Care Professional order detail. It is accessed through the Eye Care Professional website. Used to track the progress of the “tray” from order receipt through lab fulfillment to order delivery.

U

Term	Definition
Utilization Review (UR)	Also known as a Client Review, a utilization management or utilization control. Utilization Review is a document we send our Payors that reviews the Memberships’ pattern of service use or service type, within a specified and a statement of quality of that care (based on targeted patient surveys).

V

Term	Definition
Value-Add Services	Services that are part of the benefit, but are paid by the member. They include such things as fixed cost lens options and a buy-up to a higher level frame.

W

Term	Definition
Warranty	Request to provide new product. Subject to product warranty replacement policies in place.

Appendix A: Frequently asked questions

Appendix A.1 Versant Health FAQs

Question	Answer
Can I use my current username and password to log into the new portal	No. You must create a new profile, including a login and password to use the Eye Care Professional Portal. This will ensure that the portal site is more secure.
Do you have any training materials on how to use the Eye Care Professional Portal?	Yes, we have added training materials and the Versant Health training hub , which are accessible through the Resources section at the bottom of every page of the Portal. This guide should help too.
What can I do in the new Portal that I could not do before?	<ul style="list-style-type: none"> ▪ View office order and claim history (legacy portal) ▪ View Member order history (legacy portal) ▪ Access new training videos, forms, medical policy information, benefit alerts, business and system announcements
Can I continue to submit paper claims?	Yes. You can continue with paper claim submission as you normally would.
What web browsers can I use to access the new portal?	<ul style="list-style-type: none"> ▪ Google Chrome 65 or later (Preferred) ▪ Microsoft Internet Explorer 11 or later ▪ Apple Safari 12 or later ▪ Mozilla Firefox 64 or later ▪ Microsoft Edge 44 or later

Appendix A.2 Davis Vision FAQs

Question	Follow this link to:
Where can I get information about a Patient's rights?	Patient's Bill of Rights
What about my rights as an Eye Care Professional?	Eye Care Professional's Bill of Rights
Where can I find a list of Privacy Practices?	Privacy Practices Notice
Where can I find information about domestic violence privacy?	Domestic Violence Privacy Notice
Where can I find out more about the dispute resolution process?	Eye Care Professional Dispute Resolution Policy
Where can I learn more about the Davis Vision Member ID Number?	Davis Vision Member ID Number
Where can I learn more about billing for Members who have both Medicare and Medicaid coverage (Dual Eligibility Rules)?	Dual Eligibility Billing
What are the Versant Health requirements for telehealth services?	Versant Health information on telemedicine services The use of specific modifier and place of service combinations, defined by state Medicaid or managed care programs are to be followed when submitting claims to Versant Health.
I have questions about the Laser Vision Correction.	Vision Reference Library about Laser Vision Correction

Appendix B: Place of service options

This portal provides a wide range of place of service options, although **Office** displays by default. You can select from these options:

- Telehealth
- Pharmacy
- School
- Homeless Shelter
- Indian Health Service Free-standing Facility
- Indian Health Service Provider-based Facility
- Tribal 638 Free-standing Facility
- Tribal 638 Provider-based Facility
- Prison/ Correction Facility
- Office
- Home
- Assisted Living Facility
- Group Home
- Mobile Unit
- Temporary Lodging
- Walk-in Retail Health Clinic
- Place of Employment-Worksite
- Off Campus-Outpatient Hospital
- Urgent Care Facility
- Inpatient Hospital
- On Campus-Outpatient Hospital
- Emergency Room-Hospital
- Ambulatory Surgical Center
- Birthing Center
- Military Treatment Facility
- Skilled Nursing Facility
- Nursing Facility
- Custodial Care Facility
- Hospice
- Ambulance Land
- Ambulance-Air or Water
- Independent Clinic
- Federally Qualified Health Center
- Inpatient Psychiatric Facility

- Psychiatric Facility-
Partial Hospitalization
- Community Health
Center
- Intermediate Care
Facility/ Individuals
with Intellectual
Disabilities
- Residential
Substance Abuse
Treatment Facility
- Psychiatric
Residential
Treatment Center
- Non-residential
Substance Abuse
Treatment Facility
- Mass Immunization
Center
- Comprehensive
Inpatient
Rehabilitation Facility
- Comprehensive
Outpatient
Rehabilitation Facility
- End-Stage Renal
Disease Treatment
Facility
- Public Health Clinic
- Rural Health Clinic
- Independent
Laboratory
- Other Place of
Services

Appendix C: Order status information

Order Status	What does it mean?
Draft Action Required	The order or claim has been saved but not yet submitted. If this record is not completed within 30 days, the record is deleted.
Under Review	There is an issue with the submitted order or claim and the submission was unsuccessful.
Order Received	The order was received by the lab and estimates the ship date as xx/xx/xx
In Process	The lab is working on your order with an estimated ship date of xx/xx/xx
Waiting for Frame	The order was a frame to come (dress or safety) and the lab is waiting for the frame to arrive
In Process – Frame Received	The lab has received the frame to come and is working on your order. The estimated ship date is xx/xx/xx
Waiting for Information	The order is waiting for information from the doctor
Cancelled	The order is cancelled
Shipped	The order was shipped on this date: xx/xx/xx For some orders, there may also be a Shipping Tracking Number that provides more information about your shipped order.

Appendix D: Versant Health labs list

Note: All Medicaid and Excel Advantage orders are fulfilled only through the Versant Health Manufacturing Facility, located at:

3805 West Chester Pike, Building D Suite 150,
Newtown Square, PA 19073.

To contact an Essilor Lab, use the list below (sorted by state and by Lab Name). Integrated Essilor Labs are highlighted in **green**.

Lab Name	Address	City	State	ZIP code	Telephone Number
Plunkett	1705 N A Street	Fort Smith	AR	72901	(479) 783-2001
Bristow Optical	3844 East 5th Street	Tucson	AZ	85716	(800) 303-5885
Meridian - Phoenix	3711 East Atlanta Avenue	Phoenix	AZ	85040	(800) 352-5465
Bartley Optical	1300 Optical Drive, Suite 400	Azusa	CA	91702	(800) 347-4733
CSC Labs	180 Westgate Drive	Watsonville	CA	95076	(800) 288-2721
Elite Optical - Rancho	1450 W. Walnut Street	Rancho Dominguez	CA	90220	(800) 468-6788
Elite Optical - Sacramento	9901 Horn Road	Sacramento	CA	95827	(800) 556-5502
Elite Optical - Visalia	801 N. Burke Street	Visalia	CA	93292	(800) 624-6672
Empire Optical	7633 Varna Avenue	North Hollywood	CA	91605	(818) 997-6474
Meridian - San Diego	9560 Ridgehaven Court	San Diego	CA	92123	(800) 532-3840
Duffens Optical - Denver	2929 W. 9th Avenue	Denver	CO	80204	(800) 999-5367
McLeod Optical - Waterbury	451 Meriden Road	Waterbury	CT	06705	(203) 754-2187

Lab Name	Address	City	State	ZIP code	Telephone Number
Precision Optical of CT	351 Burnham Street	East Hartford	CT	06108	(860) 289-6023
East Coast Ophthalmic	7018 AC Skinner Parkway, Suite 240	Jacksonville	FL	32256	(800) 493-3214
Future Optics	11333 47th Street North	Clearwater	FL	33762	(888) 641-2352
KOSH Ophthalmic	2901 West McNab Road	Pompano Beach	FL	33069	(800) 327-4118
Milroy Optical	5067 Savarese Circle	Tampa	FL	33634	(800) 366-2702
Southern Optical - Atlanta	1856 Corporate Drive, Suite 150	Norcross	GA	30093	(800) 765-7343
Optical Suppliers, Inc. (Hilo, Hawaii)	99-1253 Halawa Valley	Aiea	HI	96701	(808) 486-2933
Pech Optical	2717 Murray Street	Sioux City	IA	51111	(712) 277-3937
CustomEyes - Rock Island	4470 48th Avenue Court	Rock Island	IL	61201	(800) 322-6754
Expert Optical	305 Earl Road	Shorewood	IL	60404	(800) 892-0097
Midland Optical Chicago	2600 Beverly Drive, Suite 101	Aurora	IL	60504	(800) 244-7090
GK Optical	2902 Mitthoeffer Place	Indianapolis	IN	46229	(800) 506-4703
Interstate Optical - Indianapolis	2902 Mitthoeffer Place	Indianapolis	IN	46229	(800) 506-4703
LensTech	2902 Mitthoeffer Place	Indianapolis	IN	46229	(317) 882-1249
Duffens Optical - Lenexa	8140 Marshall Drive	Lenexa	KS	66214	(800) 397-2020
TCO - Louisville	4601B Proximity Drive	Louisville	KY	40213	(800) 647-6970

Lab Name	Address	City	State	ZIP code	Telephone Number
Gulf States Optical	313 Coolidge Street	Jefferson	LA	70121	(504) 834-1646
Perferx Optical Co, Inc.	25 Downing Three	Pittsfield	MA	01201	(800) 649-2550
Homer Optical - Silver Spring	2401 Linden Lane	Silver Spring	MD	20910	(800) 627-2710
McLeod Optical - Augusta	179 Mount Vernon Avenue	Augusta	ME	04330	(207) 623-3841
Cherry Optical	2429 Oakwood Boulevard	Melvindale	MI	48122	(800) 537-2831
OSI - Grand Rapids	1526 Plainfield Avenue NE	Grand Rapids	MI	49505	(800) 441-4441
TCO - Traverse City	2323 Aero Park Court	Traverse City	MI	49684	(800) 424-0344
DBL Labs	6650 Saukview Drive	St. Cloud	MN	56303	(800) 888-0222
Precision Optics	6925 Saukview Drive	St. Cloud	MN	56303	(800) 328-7075
Midland Optical - Saint Louis	2360 59th Street	St. Louis	MO	63110	(314) 533-2020
Sutherlin Joplin	308 South Wall Avenue	Joplin	MO	64801	(417) 624-1641
Sutherlin Optical Company	1941 Central	Kansas City	MO	64141	(816) 421-0369
TCO - Billings	1002 10th Street West, Suite 3	Billings	MT	59102	(800) 258-4192
Premier Optics, Inc. (CPL)	119 East Henry Street	Belmont	NC	28012	(800) 933-7844
Southern Optical - Greensboro	1909 N. Church Street	Greensboro	NC	27405	(800) 888-8842

Lab Name	Address	City	State	ZIP code	Telephone Number
Southern Optical - Morrisville	860 Aviation Parkway, Suite 1300	Morrisville	NC	27560	(800) 969-8256
TCO - Bismarck	1213 Continental Avenue	Bismarck	ND	58501	(800) 258-4186
Truckee Meadows	2970 Sutro Street	Reno	NV	89512	(775) 359-6667
21st Century Optical	4700 33rd Street	Long Island	NY	11101	(800) 221-4170
Advance Optical	37 Goodway Drive	Rochester	NY	14623	(800) 828-6331
Nova Optical	165B Route 303	Orangeburg	NY	10962	(800) 668-2411
Optogenics	2828 Erie Boulevard East	Syracuse	NY	13224	(800) 678-4225
Tri-Supreme Hirsch	91 Carolyn Boulevard	Farmingdale	NY	11735	(631) 249-2020
Winchester Optical	1935 Lake Street	Elmira	NY	14901	(800) 847-9357
Central One	6981 Southern Boulevard	Youngstown	OH	44512	(800) 322-6678
Interstate Optical - Mansfield	680 Lindaire Lane	Mansfield	OH	44906	(419) 529-6800
Dunlaw Optical	1313 SW A Avenue	Lawton	OK	73501	(800) 678-4525
Team Duffens	713 SW 119th Street	Oklahoma City	OK	73170	(405) 703-4133
Opti-Craft	17311 N.E. Halsey Street	Portland	OR	97230	(800) 288-8048
Balester Optical	388 North River Street	Wilkes-Barre	PA	18702	(570) 824-7821
Beitler-McKee	160 South 22nd Street	Pittsburgh	PA	15203	(412) 481-4700

Lab Name	Address	City	State	ZIP code	Telephone Number
Homer Optical - York	60 Hokes Mill Road	York	PA	17404	(717) 843-1822
MGM Excellence Processing Center	Valle Tolima Industrial Park	Caguas	PR	00726	(787) 781-6299
ACCURx	100 Federal Way	Johnston	RI	02919	(401) 454-2920
McLeod Optical - Warwick	50 Jefferson Park Road	Warwick	RI	02888	(401) 467-3000
Southern Optical - Greenville	128 Green Acre Road	Greenville	SC	29607	(800) 999-4805
TCO - Sioux Falls	3109 West 41st Street, Suite 115	Sioux Falls	SD	57105	(800) 615-1106
Southern Optical - Piney Flats	136B Industrial Park Road	Piney Flats	TN	37686	(800) 888-2544
Duffens Optical - Houston	3625 Willowbend Boulevard, Suite 110	Houston	TX	77054	(800) 392-9774
Optic Blue	3805 Avenue A	Lubbock	TX	79404	(806) 799-2583
Versant Dallas DC Lab	13675 N. Stemmons Freeway	Dallas	TX	75234	(214) 496-4601
Homer Optical - Virginia Beach	5819 A Ward Court	Virginia Beach	VA	23456	(757) 460-2020
Southern Optical - Richmond	10813 Trade Road	Richmond	VA	23236	(800) 552-9739
Jorgenson-Peninsula Optical Supply	1901 S. Union Avenue	Tacoma	WA	98405	(253) 572-4520
WOS Optical	610 Lombardi Avenue	Green Bay	WI	54304	(800) 888-4454
Bell Optical - Kenova	2182 RL 75, Suite 2	Kenova	WV	25330	(800) 553-3402



881 Elkridge Landing Road, Suite
300

Linthicum Heights, MD 21090