



# Eye care professional portal



Getting Started  
Guide

Your new Eye Care Professional Portal streamlines your ability to provide high quality frames and lenses to your patients who are Versant Health members! Review these instructions to get started using this exciting new program!

## Key features

### Using this portal, you can:

- Verify member eligibility and benefits, and submit service claims
- Submit orders for frames, lenses, lens options, and contact lenses
- Review member, order and claim history
- Get training, announcements, benefit alerts, and Versant Health forms
- Create your own profile and set up your preferred lab registration accounts

## Logging in

1. Click the [Eye Care Professional Portal](#) link and create a new account. See the Pre-registration video or the [Comprehensive Portal Guide](#) for instructions.
2. Log in using your new credentials, choose your default location, and add your new lab registrations. Then, you can access the Portal Dashboard.

**Provider Dashboard**

Location\* 2 HIGHVIEW WAY MECHANICVILLE NY 12118 (SV2518, DV374...  Make this my default location Practitioner TIMOTHY BRAIM (SV, DV)

Member Order/Claim

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

### Orders/Claims

Add & View Orders/Claims

Orders (Showing status for last 90 days)		Claims (Showing status for last 90 days)	
Preparing Your Order	0	Draft Action Required	42
In Process	0	Waiting for Frame (Print Packing Slip)	0
Waiting for Information from Provider	0	Approved	0
		Pending	69
		Rejected	0

### Announcements

- You may have had an issue ordering progressive lens...
- Looking for shipment? If your order has been in "S...
- IMPORTANT UPDATE: When placing a frame ord...
- Welcome to the eye care professional portal. To ge...
- May 18, 2018 -
- Effective April 1, 2018, Davis Vision will only ac...
- Feb. 24, 2018 - Davis Vision/Superior Vision SUPP...
- TWO PAIR BENEFITS: in conjunction with order entr...
- ANNOUNCEMENT:

See More...

**Excel Advantage**

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



# Submitting a claim

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

Select Services Below

Exam  Frames  Contact Lens  Spectacle Lens  Contact Lens Fit & F/U

[View/Void Authorizations](#) [Cancel](#) [Claim](#)

Select the Services (Exam Only)

1.

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

1 Exam 2 Claims 3 Review & Submit

Service Categories

Dilated Eye Exam (OR) Fundus Photography performed \*  Yes  No

Is a member Diabetic \*  Yes  No

Disease Reporting Diagnosis \*  
(Check all known conditions for this patient)

TYPE 2 ... x

Please Enter Diagnosis Codes \*

Z01.01 ... x

Please Enter Procedure Codes \*

92014 ... x

\* Indicates Required

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

2.

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

Be sure the practitioner accepts the member's benefits

Exam **2** Claims Review & Submit **3**

Referring Practitioner Information

Referring Provider same as Rendering Provider

NPI: 1104939651

First Name: TIMOTHY Middle Name: Last Name: BRAIM

Service Date: 03/31/2020 Place of Service: 11. Office

Please Enter Diagnosis Codes: Z01.01 - E...

Examination

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*	Days or Units(s)	Diagnosis Codes
92014	OPHTH MEDICAL XM&EVAL COMPRHNSV ESTAB PT 1/>		\$ 50.00	1	Z01.01 - ENC EXAM EYES VISION W/ABNORM FIND Primary

Total U&C Charges: \$50.00

\* Indicates Required

Back Cancel **Next**

3.

In the **Claims** tab, enter the claim details for the visit and click **Next**. The Review & Submit tab displays.

### Enter the Claims Details

Exam **2** Claims **3** Review & Submit

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

Summary

Submitted On: 04/01/2020	Member Details ORBISON ROSNER DOB: 12/16/1969 206695184851 Global Benefit	Practitioner Details NPI: 1104939651 Name: TIMOTHY BRAIM TAXID: 130443867	Referring Practitioner Details NPI: 1104939651 Name: TIMOTHY BRAIM Medicaid ID:	Shipping Info Acct#: Address: 2 HIGHVIEW WAY, MECHANICVILLE, NY, 12118
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Common Diseases/Additional Conditional List

Common Diseases: 32348 - Type 2 Diabetes

Examination 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/>		\$50.00	1	Z01.01 - Primary

Total U&C Charges: \$50.00

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

Back Cancel **Submit Claim**

4.

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

# Submitting an order

Select Services Below

Exam  Frames  Contact Lens  Spectacle Lens  Contact Lens Fit & F/U

[View/Void Authorizations](#) [Cancel](#) [Order/Claim](#)

Select the Service and Materials (Exam and Materials) Types

Frame Information ⓘ

Frame Source \*  
Lab Supplied

SKU Number \*  
1150480

Collection - tag/tier \*  
Premier

Manufacturer \*  
COLLECTION FRAMES

Brand \*  
COLLECTION FRAMES

Model \*  
G PEARL

Color \*  
SATIN BLACK

Eye Size \*  
53

Temple Length \*  
140

Frame Type \*  
Zyl Edge

Thickness Type \*  
Lab Decide Best Thickness

Reset (ABox, BBox, DBL and ED)

A Box \*  
53 mm

B Box \*  
31 mm

DBL \*  
19 mm

ED \*  
55 mm

Select Standard Shape

Additional Info

Back Cancel [Next](#)

\*Indicates Required

Select the Eyewear Details

1.

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

2.

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

3.

In the **Eyewear** tab, enter the prescription, frame, lens, and option details for the order. Then click **Next**.

4.

In the **Claims** tab, enter the services information associated with the order. Then click **Next**.

 **Your Order Has Been Successfully Received By The Lab.**

[Print](#)

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

**Summary**

<b>PO #:</b> BAA59785B3D4424	<b>Member Details</b>	<b>Practitioner Details</b>	<b>Referring Practitioner Details</b>	<b>Shipping Info</b>	<b>Lab</b>
<b>Lab Reference #:</b> SP10S3MO	ROSNER, ORBISON	NPI: 1104939651	NPI: 1104939651	Acct#: 045352	VERSANT Meridian Phoenix - Phoenix
<b>Submitted On:</b> 04/01/2020	DOB: 12/16/1969	<b>Name:</b> TIMOTHY BRAIM	<b>Name:</b> TIMOTHY BRAIM	<b>Address:</b>	3711 East Atlanta Avenue, AZ, 85040,
<b>Place of Service:</b> 11	206695184851	<b>TAX ID:</b> 130443867	<b>Medicaid ID:</b>	2 HIGHVIEW WAY, MECHANICVILLE, NY, 12118	(800) 352-5465,
<b>Service Date:</b> 03/31/2020	Global Benefit				

5.

In the **Review & Submit** tab, review the order details and click **Submit Order**. The Order Summary page displays with the **Lab Reference Number**.

Order Received by the Labs

# Viewing office order and claim history

Orders/Claims History (1) Orders prior to 12/08/2019 - Davis Members only Claims prior to 12/08/2019 [Refresh](#)

[Filter](#)

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 12/08/2019

Remake Indicators: ● Repair/Replace ● Warranty ● Redo

Search...

Member Information		Claims Summary		Orders Summary				
Member Info	Provider Details	Claim Number	Claim Status	PO/Order Number	Submitted On	Lab	Order Status	Action
<a href="#">ROSNER, ORBISON</a> 12/16/1969 206695184851	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601832</a> 03/31/2020	PENDING 03/31/2020	<a href="#">BAA59785B3D4424</a>	04/01/2020	VERSANT Meridian Phoenix - Phoenix	<a href="#">Order Received</a>	
<a href="#">ROSNER, ORBISON</a> 12/16/1969 206695184851	BRAIM, TIMOTHY 1104939651 DAVIS VISION		Draft Action Required					
<a href="#">DEMOSSE, EWING</a> 01/21/1995 206688319271	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601828</a> 03/31/2020	PENDING 03/31/2020	<a href="#">182610E5293441C</a>	03/31/2020	VERSANT Meridian Phoenix - Phoenix	<a href="#">Order Received</a>	
<a href="#">HAPPEL, CHARLES</a> 10/16/1983 2089113741	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601827</a> 03/31/2020	PENDING 03/31/2020	<a href="#">7AE028CA2608AA8</a>	03/31/2020	VERSANT Duffens Optical - Denver	<a href="#">Order Received</a>	
<a href="#">WORTHINGTON, CALEB</a> 02/18/1991	BRAIM, TIMOTHY 1104939651	<a href="#">6601826</a> 03/31/2020	PENDING 03/31/2020	<a href="#">21C07139A2A949A</a>	03/31/2020	VERSANT Duffens Optical - Denver	<a href="#">Order Received</a>	

1.

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

Review the Office Orders History

# Viewing member order history

Orders/Claims History (1) Orders prior to 12/08/2019 - Davis Members only Claims prior to 12/08/2019 Refresh

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Orders/Claims history (Claims - Last 4 years of history) Orders - From 12/08/2019

Remake Indicators: Repair/Replace Warranty Redo

Search...

Member Information		Claims Summary		Orders Summary				
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<a href="#">ROSNER_ORBISON</a> 12/16/1969 206695184851	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601832</a> 03/31/2020	PENDING 03/31/2020	<a href="#">BAA597B5B3D4424</a>	04/01/2020	VERSANT Meridian Phoenix - Phoenix	<a href="#">Order Received</a> 04/08/2020	
<a href="#">ROSNER_ORBISON</a> 12/16/1969 206695184851	BRAIM, TIMOTHY 1104939651 DAVIS VISION		Draft Action Required					
<a href="#">DEMOSS_EWING</a> 01/21/1995 206688319271	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601828</a> 03/31/2020	PENDING 03/31/2020	<a href="#">182610E5293441C</a>	03/31/2020	VERSANT Meridian Phoenix - Phoenix	<a href="#">Order Received</a> 04/07/2020	
<a href="#">HAPPEL_CHARLES</a> 10/16/1983 2069113741	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601827</a> 03/31/2020	PENDING 03/31/2020	<a href="#">7AE028CA26084AB</a>	03/31/2020	VERSANT Duffens Optical - Denver	<a href="#">Order Received</a> 04/07/2020	

## Order Received by the Labs

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<a href="#">ROSNER_ORBISON</a> 12/16/1969 206695184851	BRAIM, TIMOTHY 1104939651 DAVIS VISION		Draft Action Required					
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<a href="#">HAPPEL_CHARLES</a> 10/16/1983 2069113741	BRAIM, TIMOTHY 1104939651 DAVIS VISION	<a href="#">6601827</a> 03/31/2020	PENDING 03/31/2020	<a href="#">7AE028CA26084AB</a>	03/31/2020	VERSANT Duffens Optical - Denver	<a href="#">Order Received</a> 04/07/2020	

## Member Orders and Claims History

## Getting additional program resources

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

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

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

## Need more help?

For help with the Eye Care Professionals Portal call:

**1-877-235-5316** (Davis Vision)

**1-877-235-5317** (Superior Vision)