



Remake & Warranty Policies for Commercial and Medicare Orders

The policies outlined below ensure that your Versant Health Eye Care Professional (ECP) orders have the proper remake and warranty coverage.

Find your [Essilor lab here](#) and **find your Essilor Account Number [here](#)**.

Issue	When?	What do I do?	Payment
<p>Order arrives with lab errors</p> <p>Incorrectly manufactured prescriptions, lenses, frames, etc. or materials damaged in transit</p> <p>See Appendix A for error types.</p> <p>Use Appendix D to find the order details the lab needs.</p>	<p>Within 30 days of shipping</p>	<ol style="list-style-type: none"> 1. Look up original order in the portal and print the Order Summary page. 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. 5. The status of this type of remake does not display on the portal. Please call the lab for status updates. <p>The lab sends the replacement order. This will not count as a one-time remake.</p>	<p>This is free for the patient and for you.</p>
<p>Order requires one-time change</p> <p>See Appendix B for one-time order change details.</p> <p>Use Appendix D to find the order details the lab needs.</p>	<p>Before shipping</p>	<ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • 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. 	<p>The patient pays you the difference in materials, if applicable. Versant Health adjusts the claims to pay you the difference.</p>

Issue	When?	What do I do?	Payment
		<ol style="list-style-type: none"> 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. <p>The lab sends the replacement order. This counts as your one-time remake.</p>	
<p>Order requires one-time change</p> <p>See Appendix B for one-time order change details.</p> <p>Use Appendix D to find the order details the lab needs.</p>	<p>Within 30 days of shipping</p>	<ol style="list-style-type: none"> 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 new order. <p>The lab sends the replacement order. This counts as your one-time remake.</p>	<p>The patient pays you the difference in materials, if applicable. Versant Health adjusts the claims to pay you the difference.</p>
<p>Warranty returns</p> <p>See Appendix C for warranty information details.</p> <p>Use Appendix D to find instructions for placing orders and finding order details the lab needs.</p>	<p>Within 1 year of delivery to you.</p> <p>2 years for Crizal® AR</p>	<ol style="list-style-type: none"> 1. From the portal, print the Order Summary page from the original order. 2. Send this document with the original materials to the lab. 3. Contact the lab to notify them that you are requesting a warranty return. 4. Contact the lab for status information. <p>The lab sends the replacement order.</p>	<p>Versant Health pays one-time changes as described in Appendix B.</p>



Appendix A: Lab Error Details

All orders that have lab errors must be addressed within 30 days of original ship date. These are the types of errors all Eye Care Professionals (ECPs) might see:

Error name	Description
Incorrect Axis	The job arrives with an axis that does not match what was originally ordered.
Incorrect PD	The job arrives with a PD that does not match what was originally ordered.
Incorrect Power	The job arrives with a power that does not match what was originally ordered.
Incorrect Seg Height	The job arrives with a seg height that does not match what was originally ordered.
Edged Wrong Size	The edged job arrives in different size than what was ordered. It is either too small or too large for the frame.
Vertical Imbalance	The job arrives with an unwanted prism effect.
Scratched Prior to Dispensing	The order is received with scratches and or chips. These lenses will be replaced if the lab is notified within 5 business days.
Too Thick/Thin	If the job arrives with the correct index material, however you notice the lenses are physically either too thick or too thin, a lab error can be used if the generator file was calculated incorrectly.
Eye for Eye	The job arrives with the left Rx in the right eye, and vice versa.
Poor Drill Mounting	The order arrives with uneven or poor mounting due to drilling process.
Incorrect frame selection	Order is correct, however the lab associate pulled the incorrect frame style, color, size, and temple length.
Incorrect lens selection	The job arrives in a different lens style than what was originally ordered.

Appendix B: One-time order changes

These are the Eye Care Professionals (ECP) policies associated with one-time order changes.

In-progress change requests

- If you request the following in-process remake order changes, there are no additional charges to you, however these changes will count as your one-time order remake:
 - Power changes (not including changes resulting in plano lenses)
 - Axis changes
 - Segment height/segment style changes due to no adaptation (such as FT28 to Executive)
 - Errors in transcription (not including transcription errors involving tints, photochromics, frames or coatings)
 - Changes in base curves
 - Lenses within ANSI standards but rejected by you
- If you request remake order changes within the same tier, there are no additional charges to you. This will count as your one-time order remake.
- If you request remake order changes that result in the use of a lesser technology or lower tier from a more advanced lens type, Versant Health will cover the cost of the change, free of charge. Please note, this will count as your one-time order remake.
 - Change in lens style (such as TF to BF, BF to SV, or any other base-lens change, except PAL to non-PAL Lens style)
 - Change to a lower index lens material (such as glass to plastic, poly to plastic, or high index to plastic)
- If you request remake order changes that result in a price increase or material/tier upgrade, please contact the original Essilor lab with your request. The patient pays you the difference in the cost of the copay (depending upon the change in materials). Versant Health will adjust the claims to pay you the



difference in Versant Health's dispense payment to you for the materials. This order change will count as your one-time order remake.

Within 30 days (of shipping) change requests

- If you request the following remake order changes within 30 days, there are no additional charges to you, the ECP; however these changes will count as the one-time order remake:
 - Power changes (not including changes resulting in plano lenses)
 - Axis changes
 - Segment height/segment style changes due to no adaptation (such as FT28 to Executive)
 - Errors in transcription (not including transcription errors involving tints, photochromics, frames or coatings)
 - Changes in base curves
 - Lenses within ANSI standards but rejected by you
- If the remake order changes you are requesting are within the same tier of materials, there are no additional charges to you. This will count as your one-time order remake.
- If the remake order changes you are requesting result in the use of a lesser technology or lower tier from a more advanced lens type, Versant Health will cover the cost of the change, free of charge. Please note, this will count as the order's one-time ECP remake. These changes include:
 - Changes in lens style (such as TF to BF, BF to SV, or any other base-lens change, except PAL to non-PAL Lens style)
 - Changes to a lower index lens material (such as glass to plastic, poly to plastic, or high index to plastic)
- If the remake order changes you are requesting result in a price increase or a material/tier upgrade, the patient pays you the difference in the cost of the copay (depending upon the change in materials). Versant Health will adjust the claims to pay you the difference in the dispense amount for the materials. This change will count as the order's one-time order remake.

- **After 30 Day Changes:** If the remake order changes you are requesting result in a price increase or a material/tier upgrade **after the 30 day window**, the patient should pay you the difference in the cost of the materials. This would be a Private Pay arrangement.

Non-adapt changes

- For a period of 60 calendar days from the original dispense date for progressive and digital single vision lenses, the lab will remake the order with a fitting change one time at no charge when the change is in the same design and material (or lesser priced design and material). If the patient still cannot adapt after the no-charge replacement, Essilor will remake the prescription into conventional lenses at full charge and bill you, as the ECP.

Allergic reaction changes

- If the patient experiences an allergic reaction to plan-supplied frames within the first 90 calendar days of the original date of dispensing, a new complete pair of frame and lens eyeglasses in an alternative frame will be provided at no additional charge. Limited to a one-time use.

Note: Individual patient's policy and warranty allowances may vary based on their group's plan agreements.

Appendix C: Warranty Details

Warranty Materials	Versant Health Policy Description
Broken or Defective Frame	Versant Health replaces broken or defective Collection frames once within a year of the original delivery. Frames supplied to replace these frames will be under the original frame warranty and have no warranty after that initial period is complete.
Patient Requested Frame Return	For a period of 40 calendar days from the date the shipped notification is received, the patient may return any pair of eyeglasses for changes to the Davis Vision Collection Frame that were selected. Limited to a one-time use.
Chipped, Flaked, or Scratched Lenses	Versant Health replaces chipped, flaked, and or scratched lenses once within a year of the original delivery. See the exception below for Scratch Coat Protection Plan-covered materials.
Versant Health Scratched lenses – under the Versant Health Scratch Coating Protection Plan	Versant Health replaces scratched lenses within the warranty period on an unlimited basis with Scratch Coating Protection Plan. (Must be selected at time of initial order.)
Lens Warranty: Tint, Transitions, Photogrey treatments	A defective tint covered by warranty is classified as a physical defect in the color (bubbles, peeling, etc.) but not due to an interpretation of a color match. Any pair of lenses that have different photochromic activation rates between the left and right eye will be warrantied.
Scratch Coating	All scratch resistant coated lenses are guaranteed for one year from date of order. They will be replaced at no charge during that one year in the same prescription and original frame at no additional charge if damaged due to scratching. Lenses must be replaced in identical form. A maximum of one replacement per Rx order is allowed. Front surface scratches through normal use will be covered; however, abuse of the lens will not be covered.
Anti-Reflective Coating	Anti-reflective coatings are warranted for one year, one time replacement in the same prescription and original frame at no additional charge. Lenses must be replaced in identical form.
Crizal® AR Coating	These lenses are guaranteed for two years, two-time replacement. As long as a patient is wearing lenses coated with Crizal, Essilor will stand behind these with a one hundred percent (100%) patient satisfaction guarantee. In the event a patient is dissatisfied for any reason with the performance of his or her Crizal lenses, your lab will replace them with scratch resistant lenses, without AR, in the same prescription and original frame at no additional charge.
Varilux lenses	<p>Within one year of delivery, if the patient is not satisfied with his or her Varilux progressive addition lenses, your lab will remake the progressive addition lenses with a fitting change one time at no charge in the same progressive design and material (or lesser priced design or material).</p> <p>If the patient still cannot adapt after the no-charge replacement, your lab will remake the Rx into conventional lenses at full charge to your practice.</p>

Effective 7/1 The California Song-Beverly warranty act mandates that a product warranty will not begin prior to the delivery date of the product to the consumer. As a result, Essilor will now extend product warranties for ECPs in California by two months starting from the date the job ships from the laboratory to the ECP.

Appendix D: Where is the information I need?

Finding Lab Information and Printing the Order Summary Page

1. From the portal dashboard, click **View Orders/Claims** to display the list of orders.
2. Find the order you want to remake in the list and click the **PO/Order Number** link:

Orders Summary				
PO/Order Number	Submitted On	Lab	Order Status	Action
AF7D26A5918D43B	01/24/2020	VERSANT Newtown Square	Shipped 01/25/2020	Remake

Figure 1. PO/Order Number Link



[Print](#)

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

Order Summary					
PO #: 2E3CDDCE653B464	Member Details	Practitioner Details	Referring Practitioner Details	Shipping Info	Lab
Lab Reference #: SP32NPSZ	LORNLES, LORNA DOB: 11/5/1975 789078907890	NPI: Name: TAX ID: 113222113	NPI: 1131131133 Name: andrew hand Medicaid ID:	Acct#: B40 Address: 580 MERRICK RD, VALLEY, NY, 11580	VERSANT TriSupreme Hirsch - Farmingdale 91 Carolyn Blvd., NY, 11735, (631) 249-2020,
Submitted On: 02/02/2020	789078907890				
Place of Service: 11	Guardian				
Service Date: 02/01/2020					

Figure 2. Lab Reference # (Number the lab refers to as your order) and Lab you sent the order to

3. Click **Print** to print the **Order Summary** page.

Finding your Essilor Lab Account Number

- From the portal dashboard, click  and choose **Manage Registered Lab**. Scroll down to the Registered Lab Account section

***Note:** Pre-register the labs that are available beginning 12/8/2019. Click "Look up/Create new lab account" to choose from other labs in our nationwide network. Click here to view all the participated Labs.

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	Registration Status
800	VERSANT TriSupreme Hirsch - Farmingdale 1-631-249-2020	Yes	91 Carolyn Blvd.	Farmingdale	NY	11735	Active Disable
069069	VERSANT Newtown Square 1-800-773-2847	Yes	3805 W CHESTER PIKE	NEWTOWN SQUARE	PA	19073	Active Disable

Figure 3. Essilor Account Number Information in Registered Lab Accounts List