

Remake and Warranty Policies for Medicaid Orders

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

Medicaid orders are handled by the Versant Health Newtown Square Lab at 3805 West Chester Pike, Newtown Square, PA 19073.

Use the **Lab Reference #** from the Order Summary page to discuss your remake.

To reach a Versant Health CSR about orders, call:

- **(877) 235-5316** - Davis Vision orders **(877) 235-5317** - Superior Vision orders

Issue	When?	What do I do?	Payment
<p>Order arrives with manufacturing errors</p> <p>Order materials incorrectly manufactured or damaged in transit</p> <p>Go to Appendix D to see more detailed instructions for the remake order process.</p>	<p>Within 30 days of ship date*</p>	<ol style="list-style-type: none"> 1. In the portal, go to the Orders/Claims History page and find the original Medicaid order. 2. In the Action 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 (see Appendix A). Then, click Continue. 4. Click the Authorization check box and click Submit Order. 5. From the portal, print the packing slip/Order Summary page and send the original materials with the Summary page to the NTS lab. 6. Check the Orders/Claims History page to find the status of the order. <p>The lab sends you the replacement order.</p>	<p>No cost to you or to your Patient</p>
<p>Order requires one time change (no upgrades)</p> <p>ECP or Patient requested changes:</p> <ul style="list-style-type: none"> • Prescription • Seg height • In-tier material changes 	<p>Before shipping</p>	<ol style="list-style-type: none"> 1. Contact the Versant Health CSRs to explain the needed change. The CSR evaluates the request: <ul style="list-style-type: none"> • If the order has to be restarted, the CSR cancels the first order and reinstates the benefits. The lab sends back the materials from the original order. Continue to the next step. • If the order can be updated while in process, no further action is required and the order is shipped when it is complete. 2. If the original job was cancelled, wait two business days and use the portal to re-enter the order with the required changes. Wait for the original materials from the lab, if needed. 	<p>No cost to you or your Patient</p>

Issue	When?	What do I do?	Payment
<p>Go to Appendix D to see more detailed instructions for the remake order process.</p>		<ol style="list-style-type: none"> From the portal, print the packing slip for frame to come orders for the new order, and send it to the NTS lab with the returned materials. Check the Orders/Claims History page to find the status of the order. <p>The lab sends you the replacement order; this consumes the one-time change benefit.</p>	
<p>Order requires one-time change (with upgrades)</p> <p>ECP or Patient requested changes</p> <ul style="list-style-type: none"> Cross tier changes <p>Go to Appendix D to see more detailed instructions for the remake order process.</p>	<p>Before shipping</p>	<ol style="list-style-type: none"> Contact the Versant Health CSRs to explain the needed change. The CSR evaluates the request: <ul style="list-style-type: none"> If the change cannot be made to the order in process, the CSR cancels the existing order and reinstates the benefits. The lab sends you the materials from the original order. Continue to the next step. If the change can be made to the order in process, the lab makes the change and the order is shipped when it is completed. If the original job was cancelled, wait two business days and use the portal to re-enter the order with the changes. Wait for the original materials from the lab, if needed. From the portal, print the packing slip for frame to come orders for the new order, and send it to the NTS lab with the original materials, if needed. Check the Orders/Claims History page to find the status of the order. <p>The lab sends you the replacement order and this consumes the one-time change benefit.</p>	<p>The Patient pays you the difference in copay and some dispense amounts may apply (depending upon the change in materials)</p>
<p>Order requires one-time change (no upgrades)</p> <p>ECP or Patient requested changes:</p> <ul style="list-style-type: none"> Prescription Seg height In-tier changes <p>Go to Appendix D to see more detailed instructions for the remake order process.</p>	<p>Within 30 days of shipping</p>	<ol style="list-style-type: none"> In the portal, go to the Orders/Claims History page and find the original Medicaid order. Click the Remake button. Select the Redo option in the lightbox, and choose the redo reason: Doctor Requested/Patient Requested Change. Select the specific reason for the change and click Continue. Make any changes needed to the order and click Next until the Review and Submit tab displays. Click the Authorization check box and click Submit Order. From the portal, print the Order Summary page and send it to the NTS lab with the original materials, if needed. Check the Orders/Claims History page to find the status of the order. <p>The lab sends you the replacement order and this consumes the one-time change benefit.</p>	<p>No cost to you or your Patient</p>

Issue	When?	What do I do?	Payment
<p>Order requires one-time change (with upgrades)</p> <p>ECP requested upgrade</p> <ul style="list-style-type: none"> Progressive lens style Cross tier changes <p>Go to Appendix D to see more detailed instructions for the remake order process.</p>	<p>Within 30 days of shipping</p>	<ol style="list-style-type: none"> Contact the Versant Health CSRs to explain the needed change. The CSR cancels the delivered order and reinstates the benefits. After two business days, use the portal to enter the new order with the changes. From the portal, print the Order Summary page of the new order, and send it to the NTS lab with the original materials, if needed. Check the Orders/Claims History page to find the status of the order. <p>The lab sends you the replacement order and this consumes the one-time change benefit.</p>	<p>The Patient pays you the difference in copay and some dispense amounts may apply (depending upon materials change)</p>
<p>Order requires a change (with or without upgrades)</p>	<p>After 30 days of shipping</p>	<p>There is no coverage for new orders or changes to orders after 30 days. For more information and possible exceptions, see Appendix B.</p>	
<p>Warranty returns (All changes within warranty period)</p> <p>See Appendix C for warranty information details.</p> <p>Go to Appendix D to see more detailed instructions for the remake order process.</p>	<p>Within 1 year of shipping</p>	<ol style="list-style-type: none"> In the portal, go to the Orders/Claims History page and find the original Medicaid order. Click the Remake button. Select the Warranty option in the lightbox, select the remake reason, and click Continue. Click Next until the Review and Submit tab displays. (You cannot make changes to this type of order.) Click the Authorization check box and click Submit Order. From the portal, print the Order Summary page and send the original materials with the Summary page to the NTS lab. Check the Orders/Claims History page to find the status of the order. <p>The NTS lab sends you the replacement order.</p>	<p>Versant Health pays for these changes as described in Appendix B.</p>

*Versant Health defines the ship date as the date the lab shipped the order, plus ten (10) additional days for transit.

Appendix A: Lab Error Details

All orders that have lab errors must be addressed within six months of original ship date. These are the types of errors you might see:

Error name	Description
Incorrect Axis	Order correct in System however, the ECP with the incorrect axis receives order.
Incorrect PD	Order is correct in System however, order is received by the ECP with an incorrect PD.
Incorrect Power	Order in System is correct however the ECP with an incorrect power receives order.
Incorrect Seg Height	Order is correct in System however; the ECP with an incorrect seg height receives order.
Edged Wrong Size	The ECP receives an order where the lenses are edged either too small or too large for the frame that they are supposed to go into.
Vertical Imbalance	Lenses that come in with an unwanted prism effect
Scratched Prior to Dispensing	An order is received with scratches or chips in the lenses right out of the box. These changes should be called in within a day or two of delivery. This is the only time lenses made from glass material would be warranted for scratches.
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	Order in is correct in System, however the order was received with the right Rx in the left eye and vice versa
Poor Drill Mounting	The order was received with uneven or poor mounting due to drilling process.
Original Lenses Not Returned as Requested	A request to save the existing lenses in the frames was indicated on the order, but they were not sent to the ECP
Incorrect frame selection	Order is correct, however the lab associate pulled the incorrect frame style, color, size, and temple length.
Incorrect lens selection	Order is correct in System; however the lab associates pulled the incorrect lens style

Appendix B: Versant Health policies

Remakes in process or shipped (within 30 days of shipping)

*Versant Health defines the ship date as the date the lab shipped the order, plus ten (10) additional days for transit.

You can make a one-time change to an order that is in process or has shipped. The Patient is responsible for paying you the difference in the out-of-pocket expenses for any upgrades or additions. Versant Health will adjust the claims associated with this change and pay you the difference in the materials costs.

Progressive style changes

You must make Progressive style lens changes to lab orders within sixty days of the original order. Payment policies are:

- If the changes made are within the same tier, there are no additional charges for these changes.
- If the change results in the use of a lesser technology from a more advanced lens type, Versant Health will cover the cost of the change, free of charge.
- If the changes made to the materials result in an upgrade, Versant Health may charge an upgrade fee for this change.

Non-adaptive changes

You must make non-adaptive order changes within 60 days of the shipping of the original order. 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, we will remake the prescription into conventional lenses at full charge and bill you, as the Provider.

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

Allergic reaction changes

If you need to make changes to an order due to a Patient's allergic reaction, you must request that change within 90 days of the shipping of the original order.

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

Prescription changes

You can make prescription changes to lab orders only once and only within 90 days of the original order. There is no charge to you or the Patient for this one time change.

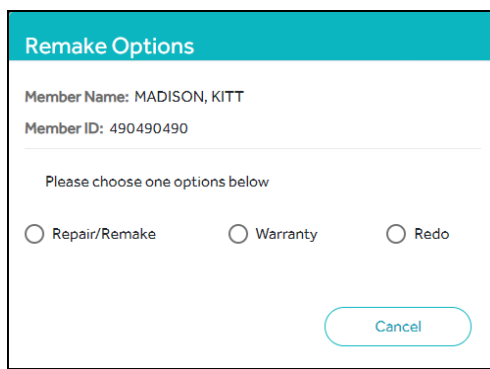
Appendix C: Warranty Type Details

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.
Defective lenses under manufacturer's warranty	Versant Health replaces scratched lenses once within a year of delivery for manufactured lens issues.
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	Versant Health replaces defective tint and progressive lens coatings once within one year of the original lens delivery.
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.
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>

Appendix D: Where is the information I need?

Submitting a Remake Order

1. From the portal dashboard, click **View Orders/Claims** to display the list of orders.
2. Find the Medicaid order you want to remake in the list.
3. Click **Remake** to display the Remake Options list and choose the appropriate option for the type of remake you need:



Remake Options

Member Name: MADISON, KITT
Member ID: 490490490

Please choose one options below

Repair/Remake Warranty Redo

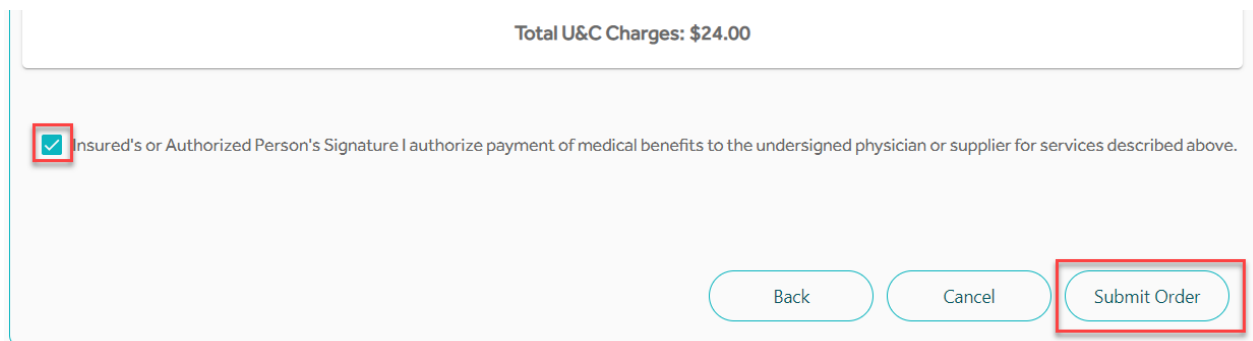
Repair/Remake
Select this option to remake an order with or without changes.

Warranty
Select this option to remake materials that are under warranty.

Redo
Select this option if the remake is due to a lab error or to damage that occurred in transit. You can also use this button for one-time order changes within 30 days with no upgrades.

Figure 1. Remake Options Light box

4. Select the reason details for the remake from the drop-down lists, when requested.
5. Click **Continue**. Depending upon the type of remake, make necessary changes to the order, and click **Next** until you display the Review & Submit page.



Total U&C Charges: \$24.00


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

Figure 2. Review and Submit Tab with Authorization box and Submit Order button Highlighted

6. At the bottom of the page, click the **Authorization** check box and click **Submit Order** to complete your remake request.

✓
Your Order Has Been Successfully Received By The Lab.
✕

Print

Order Summary 

PO #: 7F3A057FC1FC467 Lab Reference #: SP10RYFY Submitted On: 02/07/2020 Place of Service: 11 Service Date: 11/21/2019	Member Details MADISON, KITT	Practitioner Details Name: ANDREA HANDS	Referring Practitioner Details Name: cdas dasdasda	Shipping Info Acct#: 000724 Address: 4306 LOMAS BLVD NE, ALBUQUERQUE, NM, 87110	Lab Newtown Square, 3805 W CHESTER PIKE, PA, 19073, (800)773-2847,
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Lens Prescription

Sphere	Addition	Dist. PD	Height	Job Type	Lens Type	Treatments	Design
RE: +3	3	30	10	Lab Supplied Frame	Bifocal	ClearShield	Aspheric Lenticular RD22
LE: +3	3	30	10				

Material
1.5 Plastic

Frame Information

Frame Source	Manufacturer	Brand	Model	Color	Eye Size	Temple Length	SKU Number	Frame Type	A Box
Lab Supplied	COLLECTION FRAMES	COLLECTION FRAMES	BC 0002	BROWN	54	140	1166286	1/2 Eye Metal	54
B Box	DBL	ED							

Figure 3. Order Summary Page/Packing Slip

7. Click **Print** to print the Order Summary page, which is also the packing slip, to send with materials to the lab.

Printing the Order Summary page and packing slip

If you only need to print the Order Summary page to use as a packing slip (not part of a new or remade order):

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:

Note: This could be the original order or the new order.


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

Figure 4. PO/Order Number Link

The Order Summary page and packing slip displays.

✓ Your Order Has Been Successfully Received By The Lab. ✕

Print

Order Summary 

PO #: 7F3A057FC1FC467 <b style="border: 1px solid red; padding: 2px;">Lab Reference #: SP10RYFY Submitted On: 02/07/2020 Place of Service: 11 Service Date: 11/21/2019	Member Details MADISON, KITT	Practitioner Details Name: ANDREA HANDS	Referring Practitioner Details Name: cdas dasdasda	Shipping Info Acct#: 000724 Address: 4306 LOMAS BLVD NE, ALBUQUERQUE, NM, 87110	Lab Newtown Square, 3805 W CHESTER PIKE , PA, 19073, (800)773-2847,
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Material
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Frame Information

Frame Source	Manufacturer	Brand	Model	Color	Eye Size	Temple Length	SKU Number	Frame Type	A Box
Lab Supplied	COLLECTION FRAMES	COLLECTION FRAMES	BC 0002	BROWN	54	140	1166286	1/2 Eye Metal	54

B Box DBL ED

Figure 5. Order Summary Page/Packing Slip

3. Click **Print** to print the Order Summary page and packing slip.
4. Send this document with the original materials to the lab, if appropriate.