

Quick Reference Guide



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

For additional resources, please visit prc.versanthealth.com.