



Eye Care Professional Portal pre-registration guide

For Eye Care Professionals serving members enrolled in Davis Vision and Superior Vision benefit plans who are currently participating in the eyewear dispensing program

Pilot Eye Care Professionals Only

Version 1.8

Welcome to pre-registration for the new Eye Care Professional Portal!

Thank you for your participation in the Versant Health Eye Care Professional Portal Pilot. Your contribution and feedback has already contributed to a better portal solution that will serve our Members and your Patients well into the future. We are very grateful for your help!

Starting on October 1st, there will be no single sign on (SSO) option to the updated portal, meaning you cannot log in using your current credentials. The updated portal will require you to register and create a unique profile, to keep track of the orders and claims you are submitting. Then you will need to add the appropriate lab accounts and associate them with that profile. This document explains the processes for setting up your new profile and how to add labs to your profile.

Your input at this stage of the portal's development is also very important, so please complete our survey, to provide any feedback you have about your lab and portal experiences.

What's new in the 10/1 portal?

Using the updated Eye Care Professional Portal, you can:

- Create a profile that is specific to you and to your ordering needs
- Review orders from your previous Versant Health portal
- Customize your view of the Orders and Claims Summary page
- Change your password and username from your new profile
- Have added security for password and username resets
- Access to additional labs across the nation
- New Office Administrator rights allow qualified users to reset accounts when office staff or new users are locked out

Pre-registering your new portal profile

After September 1st, you will begin to see messages that allow you to pre-register your new Eye Care Professionals Portal profile. The new profile will give you access to many additional labs that your office can use to fulfill orders for materials, after October 1st. The process we will cover here will allow you to pre-register on the new portal, review and validate any possible lab accounts you have with Essilor, and associate or link those accounts to your Versant Health portal profile. Doing this work ahead of time will support you and your office in using the new features after the October 1st release.

Important Note: If you do not pre-register the first time you see these prompts, it's OK! You can pre-register at any time by clicking this [link](#) and following these steps. After October 1st, if you have not pre-registered, you will create your new account and profile in the Eye Care Professional Portal to access your current orders and claims.

To pre-register for the 10/1 Eye Care Professional Portal and create your portal profile:

1. Go to your existing portal site, enter your current credentials, and click **Submit** or **Login** as usual. This message displays:

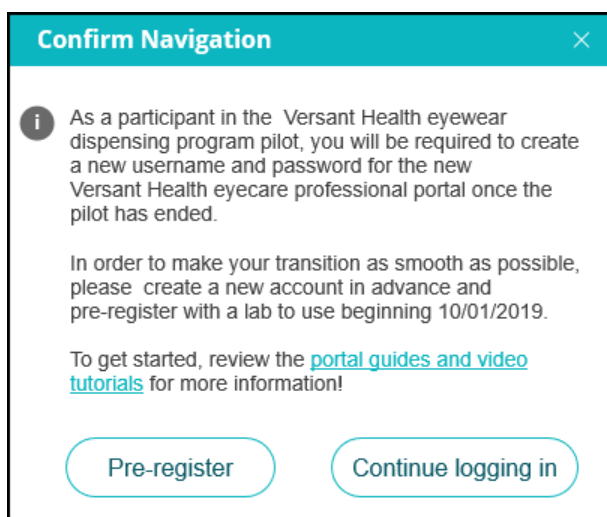
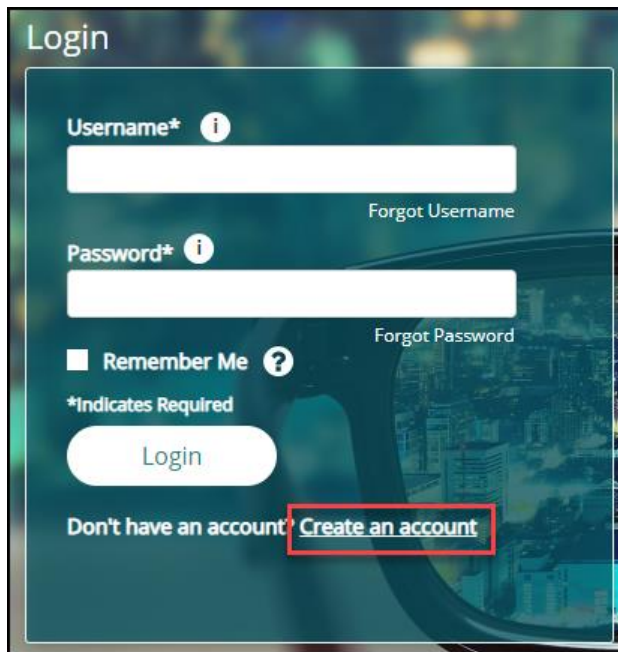


Figure 1. Confirm Navigation Pop Up Message

You can continue to the pilot portal by selecting the **Continue logging in** option.

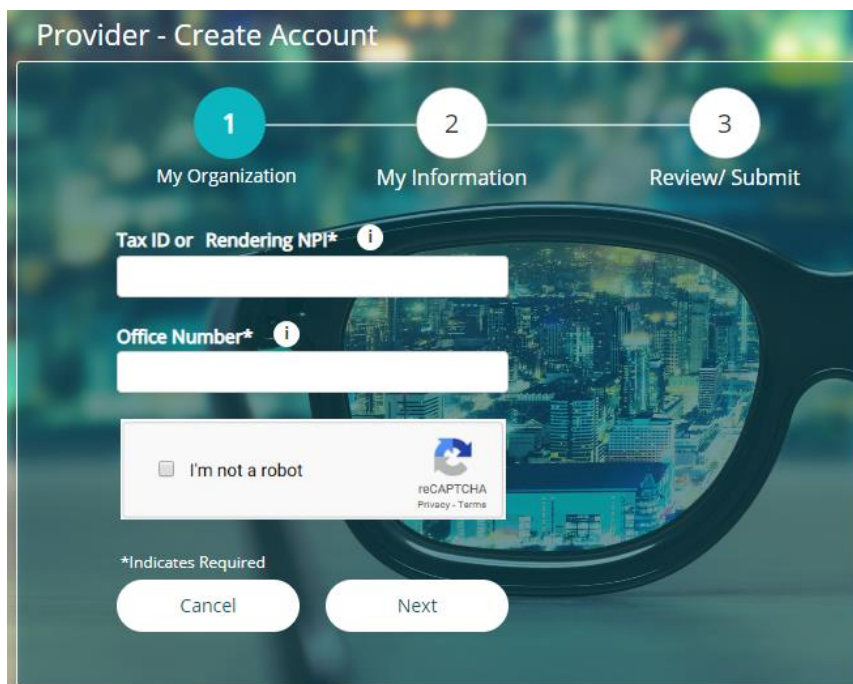
2. To pre-register, click **Pre-register**, or click this [link](#).
The new portal login page displays.



The screenshot shows the 'Login' page of the Eye Care Professionals Portal. It features a dark blue background with a cityscape and a pair of glasses. The login form includes fields for 'Username*' and 'Password*', both with information icons. There are links for 'Forgot Username' and 'Forgot Password'. A 'Remember Me' checkbox with a question mark icon is also present. Below the fields is a 'Login' button. At the bottom, there is a link 'Don't have an account? Create an account', where 'Create an account' is highlighted with a red rectangle.

Figure 2. New Portal Login Fields

3. In the new Login page, click the **Create an account** link to display the Create Account - My Organization fields.



The screenshot shows the 'Provider - Create Account' page, specifically the first step: 'My Organization'. The page has a dark blue background with a cityscape and a pair of glasses. At the top, there are three numbered steps: 1 (My Organization), 2 (My Information), and 3 (Review/ Submit). The first step is highlighted with a blue circle. The form includes fields for 'Tax ID or Rendering NPI*' and 'Office Number*', both with information icons. There is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. Below the fields is a '*Indicates Required' note. At the bottom, there are 'Cancel' and 'Next' buttons.

Figure 3. Create Account – My Organization Fields

4. Complete the required fields on this page, and click **Next**.

Note: If you need it, your **Office Number** appears in your Versant Health contract. Users with more than one Versant Health affiliation (Overlapping providers) should enter both your Davis Vision Office number and your Superior Vision Office number, separated by a comma. Your default location will be set based on this entry.

When you click **Next**, the My Information fields display.



Figure 4. Create Account – My Information Fields

5. Complete the required fields with your personal contact and new credential information. **These will be your new login credentials.**

Note: The **Access Code/Token Number** field determines the type of user rights you have in the new portal. The **Access Code** can be found on the first page in your contract amendment, which was sent via email from dse@docusign.net.

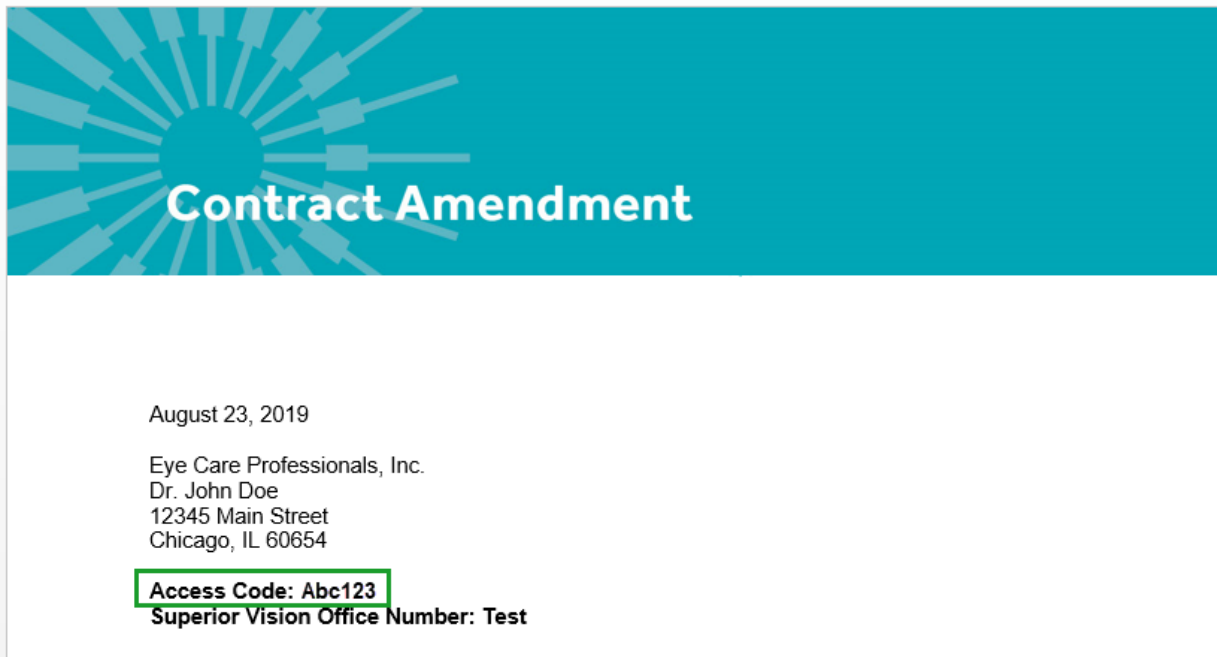


Figure 5. ECP Contract – Find “Access Code/Token Number” in the contract

- **If you are an Office Administrator**, enter the **Access Code** from the office contract amendment in this field. Office Administrators with User Management capability will be able to help Office Staff users with new account creation problems, account termination, account modification and password reset. You will learn more about this from the portal guide.
 - **If you are an Office Staff user**, leave this field blank.
6. Click the **Terms & Conditions** link, to review the legal details of the portal site and click the check box beside the link to confirm your agreement. Then, click **Next** to continue.
- The Review and Submit fields display.

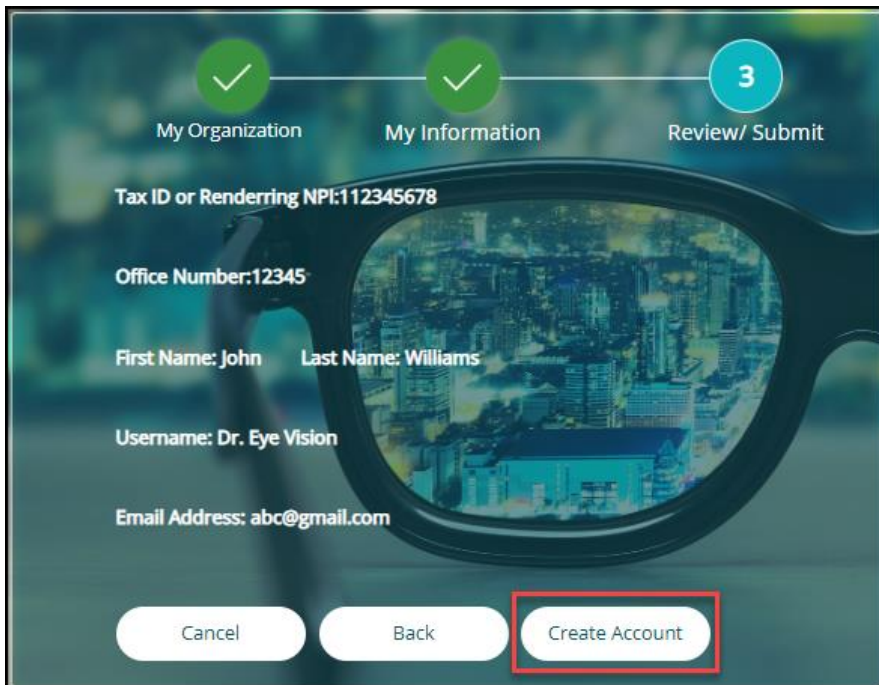


Figure 6. ECP Portal – Create Account - Submit and Review Page

7. Click **Create Account** to display the confirmation message.

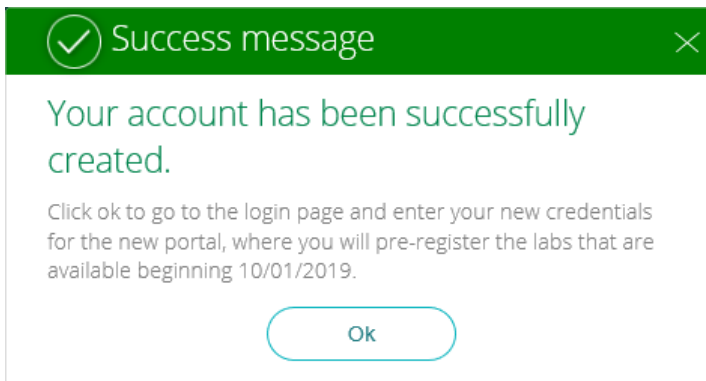


Figure 7. ECP Portal – Account Confirmation Message

8. Click **OK**.
The Eye Care Professional Portal Login page redisplay.


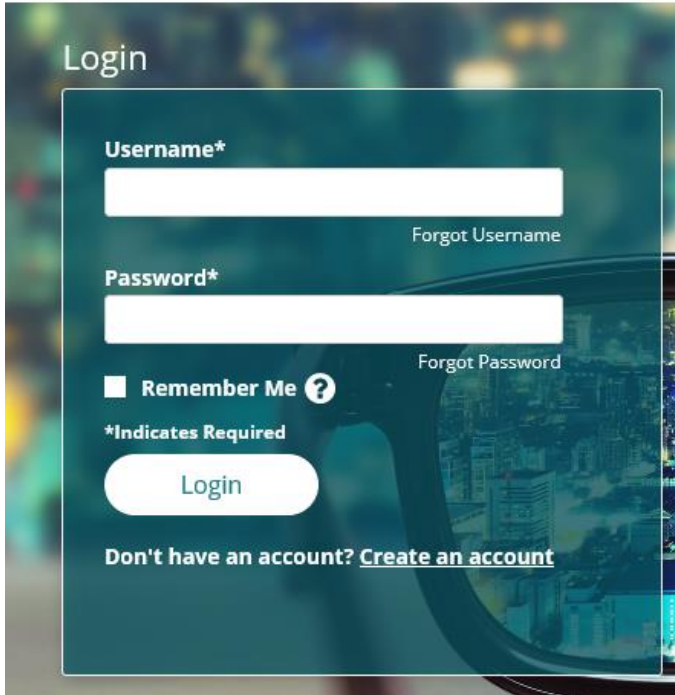



Figure 8. ECP Portal – Login Page

9. In these login fields, enter the new credentials that you created in the My Information section.

Note: If you have forgotten your username or password, use the instructions in [Forgotten your username?](#) or [Forgotten your password?](#) to retrieve this information.

10. Click **Remember Me** to save your user name for quicker login access.
This step is not required.
11. Click **Login** to continue. The Lab Registration page displays.
12. From here, continue to [Creating or choosing a lab account for your profile](#).

Forgotten your username?

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

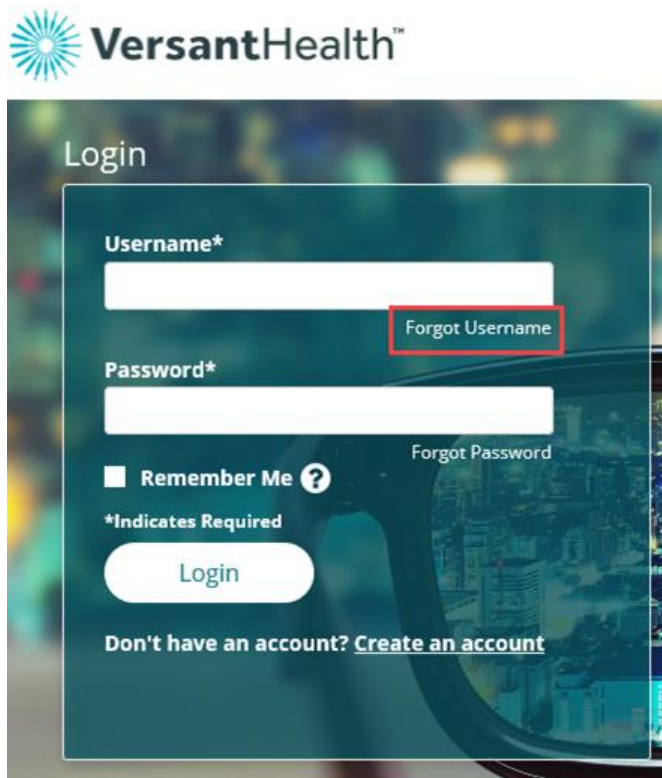


Figure 1. ECP Portal – Login Page - Forgot Username

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


 VersantHealth™ Hello, Virginia Eye Institute	
Forgot Username	
<small>*Please Enter the Email Address associated with your Username. An Email will be sent to you with instructions.</small>	
Email Address* <input type="text"/>	<div>Cancel</div> <div>Submit</div>

Figure 2. 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 in it and additional instructions for logging into the Eye Care Professional Portal.

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

Forgotten your password?

If you come to the Login page and you cannot remember the credentials you entered, use these instructions to retrieve your password:

Figure 3. ECP Portal – Login Page - Forgot Password

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

Figure 4. ECP Portal – Forgot Password Page

2. In the **Username** field, enter the 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.

Reset Password

Please enter the below details to reset password.

Username*

New Password*

Confirm Password*

Cancel

Submit

Figure 5. ECP Portal – Provide Username, enter and confirm new password.

4. In the **Username** field, enter your username.
5. In the **New Password** and **Confirm Password** fields, enter your new password and click **Submit**. The Lab Registration page displays and you can continue to [Creating or choosing a lab account for your profile](#).

Lab Registration

Location*

5 Railroad Ave, PA, 15006 (DV33111,SV2222)

☒ Make this my default location

Provider Information

Office Name

Desto eye care

Tax ID

123456789

Office ID

SV123456789,
DV123456789

Shipping Address:

939 Elkridge Landing Road, Linthicum, MD 21090

Office Address:

939 Towson Landing Road, Linthicum, MD 21090

*Note: Pre-register the labs that are available beginning 10/01/2019. Click "Look up/Create new lab account" to choose from other lab in our nationwide network.

Registered Labs/ Accounts

Cancel

Look up/Create lab account

Account #	Lab Name	Lab address	City	State	Zip Code	Registration Status
1234567833	Essilor Lab 1	510 Church Street	Brackenridge	PA	15014	Active Disable
231564829	Essilor Lab 2	61 West Avenue	Natrona Heights	PA	15014	Active Disable
325864259	Essilor Lab 3	777 Swan Road	Arlington	VA	20008	Disabled Activate
256831568	Essilor Lab 4	8976 Caleb Corner Court	Arlington	VA	20007	Disabled Activate
523658269	Essilor Lab 5	8976 Caleb Corner Court	Arlington	VA	20007	Disabled Activate

Figure 6. ECP Portal – Registered Labs/Accounts List

This is a list of Essilor lab accounts that your office registered with. This list is based on a search using the information in the **Location** field and other Essilor Labs in your area. If you have an existing Essilor lab account, it is a good idea to look up the location and account number information before you proceed to the next task.

IMPORTANT: Keep in mind, that this list reflects the labs you will have access to when you begin using the new portal on October 1st. You cannot currently use these labs to place orders, if they are not part of your current portal.

A note about signing up for new labs. The entries that display as Active in this list may be labs you have already registered with during the Pilot program. In the next section, you will have the opportunity to add new lab accounts to your 10/1 profile. **You cannot place orders with the labs you select here until the 10/1 portal implementation begins.**

Creating or choosing a possible lab account

Creating and linking the lab account with your Versant Health profile ahead of the release is smart, because it allows you to submit orders for materials from the new labs you select on the first day! Use the instructions below to register your possible or new lab locations for the 10/1 implementation. For some labs it may take up to 48 hour for Essilor to complete your lab account registration.

Note: Essilor has a national network of labs, which will be available to you as part of the 10/1 Eye Care Professionals Portal release. The labs that are not owned by Essilor are considered “non-integrated,” and require additional time to complete the integration process. You can refer to the list of integrated and non-integrated labs at the end of this document.

Now that you have completed your new portal registration and created your profile, you are ready to either:

- Create and link a new lab account
or
- Find and validate your possible lab account (the one you are currently using).

When this process is complete, you can associate the lab account with your new portal registration.

Note: Keep in mind that any labs you add and associate with your new portal registration now will not be available to you for use until 10/01/2019 when you begin using the next release of the portal.

Even if you have an existing Essilor lab account, you may want to add a new account with a lab that is closer to your office or has materials or offerings that are more appropriate to your office's needs.

If you do have an existing Essilor lab account, it is a good idea to get the location and account number information to ensure that the account details match. This avoids creating duplicate accounts.

To begin the lab account process, begin in the **Lab Registration** page that displays at the end of the **Portal Registration** process:

1. In the Lab Registration page, 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.

Lab Registration

Location*
5 Railroad Ave, PA, 15006 (DV33111,SV2222)
☒ Make this my default location

Office Name

Desto eye care

Tax ID

123456789

Office ID

SV123456789,
DV123456789

Shipping Address:

939 Elkridge Landing Road, Linthicum, MD 21090

Office Address:

939 Towson Landing Road, Linthicum, MD 21090

*Note: Pre-register the labs that are available beginning 10/01/2019. Click "Look up/Create new lab account" to choose from other lab in our nationwide network.

Registered Labs/ Accounts

Cancel
Look up/Create lab account

Account #	Lab Name	Lab address	City	State	Zip Code	Registration Status
1234567833	Essilor Lab 1	510 Church Street	Brackenridge	PA	15014	Active Disable
231564829	Essilor Lab 2	61 West Avenue	Natrona Heights	PA	15014	Active Disable
325864259	Essilor Lab 3	777 Swan Road	Arlington	VA	20008	Disabled Activate
256831568	Essilor Lab 4	8976 Caleb Corner Court	Arlington	VA	20007	Disabled Activate
523658269	Essilor Lab 5	8976 Caleb Corner Court	Arlington	VA	20007	Disabled Activate

Figure 7. ECP Portal – Registered Labs/ Accounts List

- Review the account information in the **Provider Information** section and validate that the information that displays is accurate for your current location.

- Click the **Look up/Create lab account** button.

The Possible Lab Accounts list displays.

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

Location*
5 Railroad Ave, PA, 15006 (DV33111,SV2222)
Make this my default location

Provider Information

Office Name

Desto eye care

Tax ID

123456789

Office ID

SV123456789,
DV123456789

Shipping Address:

939 Elkridge Landing Road, Linthicum, MD 21090

Office Address:

939 Towson Landing Road, Linthicum, MD 21090

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 .)

Select	Account #	Legal entity name	Account entity address	Lab name	Lab address
<input type="checkbox"/>	1234567890	Desto eye	939 Towson landing road, Linthicum, MD 21090	Essilor 6	510 Church street, Brackenridge PA 15014
<input type="checkbox"/>	1234567890	ABC vision	123 Elkridge road, Elkridge, MD 21075	Essilor 7	61 West avenue, Natrona Heights PA 15014
<input type="checkbox"/>	1234567890	XYZ corp	545 Oakland street, Somerville, MD 02145	Essilor 8	777 Swan road, Arlington VA 20008

Submit

Figure 8. ECP Portal – Possible Lab Accounts

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. It is important to validate this account information before you associate it with your Versant Health profile.

- Depending upon the task you want to complete, do one of the following:

- [Creating a new lab account for your profile](#)
Click this link, if you have no labs registered or if you want to add a new integrated or non-integrated lab account to your portal profile.
OR
- [Linking a possible lab account to your profile](#)
Click this link, if you want to add the lab you are currently working with to your new portal profile.

Note: If you have an existing Essilor lab account (before working in this portal), please call them first, to ensure you use the exact same account name. This will ensure smooth billing relationship with Essilor in the future.

Creating a new lab account for your profile

If you have never ordered from Essilor labs before, or you have worked with an Essilor lab but want to choose a new lab, follow these instructions. These instructions assume you have begun this process using [Creating or choosing a lab account for your profile](#):

1. From the link, possible lab accounts section, scroll down to the **Create new lab account** section.

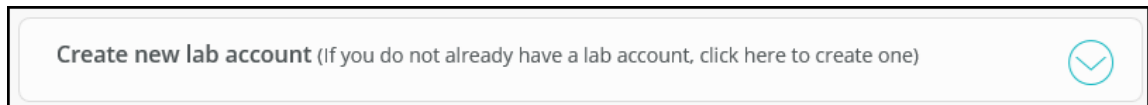




Figure 9. ECP Portal – Create New Lab Account Detail


2. Click anywhere on the row in the previous figure to display the Create New Lab Account list. This is a list of all the available Essilor labs, integrated and non-integrated, by location nearest to your office.

← Back Create new lab account (if you do not already have a lab account, click here to create one) 

Select 	Lab name	Lab address	City	State	Zip Code
<input type="radio"/>	Essilor 9	510 Church Street	Brackenridge	MD	21090
<input checked="" type="radio"/>	Essilor 10	61 West Avenue	Natrona Heights	MD	21090
<input type="radio"/>	Essilor 11	777 Swan Road	Arlington	MD	21075
<input type="radio"/>	Essilor 12	510 Church Street	Brackenridge	MD	22090
<input type="radio"/>	Essilor 13	61 West Avenue	Natrona Heights	PA	15014
<input type="radio"/>	Essilor 14	777 Swan Road	Arlington	VA	20008
<input type="radio"/>	Essilor 15	510 Church Street	Brackenridge	PA	15014
<input type="radio"/>	Essilor 16	61 West Avenue	Natrona Heights	PA	15014
<input type="radio"/>	Essilor 17	777 Swan Road	Arlington	VA	20008
<input type="radio"/>	Essilor 18	777 Swan Road	Arlington	VA	20008

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☒ I have read and I accept the [Terms & Conditions](#) 

[Submit](#)

Figure 10. ECP Portal – Lab Registration – Create new lab account List

3. Scroll through this list until you find the lab you want to register with, and click the **Select** button beside it to create and link the lab account with your Versant Health profile.
4. Click **I have read and I accept the Terms & Conditions** check box. The Terms and Conditions document displays.

OWNER OF BUYER, UNCONDITIONALLY GUARANTY, OBLIGATIONS TO
 WILL BE PUNCTUALLY PAID AND PERFORMED. THIS IS A GUARANTY OF PAYMENT AND PERFORMANCE, AND NOT COLLECTION, AND YOU WILL
 BE CALLED UPON TO PAY UNDER THIS GUARANTY WITHOUT PRIOR EXHAUSTION OF REMEDIES AGAINST BUYER.

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.

☐ I Accept Name: _____

[Print](#)

[Acknowledge](#)

Figure 11. ECP Portal – Lab Registration – Terms and Conditions

5. Review the Terms and Conditions document, and click the **Acknowledge** button. Create New Lab Account list re-displays.
6. Click **Submit**. A confirmation message displays.

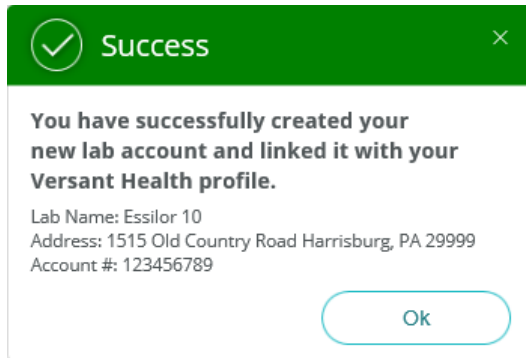


Figure 12. ECP Portal – Registration Confirmation Message (Integrated Lab)

7. Click **OK** to confirm the selected lab's registration.
When the account request has been processed, the new lab registration entry will display in your Registered Lab Accounts list.

Note: If you choose a non-integrated lab, an informative prompt displays, explaining that there will be a delay in your registration. Call the phone number associated with the lab you selected, to complete your registration and integrate your lab before you continue.

For a complete list of integrated and non-integrated labs, please refer to the list at the end of this document.

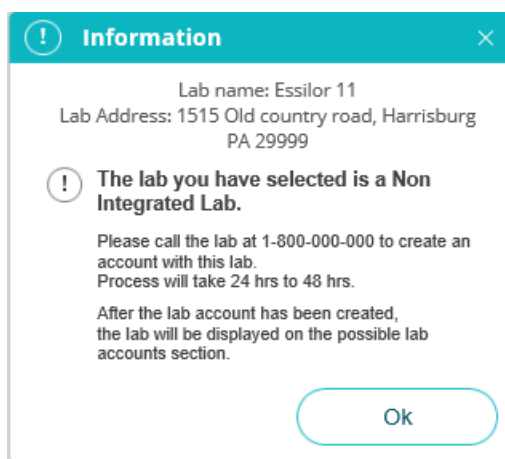


Figure 13. ECP Portal - Non-integrated lab creation – Informational message

8. Click **OK** to return to the Lab Registration page. This list displays your new lab:

*Note: Pre-register the labs that are available beginning 10/01/2019. Click "Look up/Create new lab account" to choose from other lab in our nationwide network.

Registered Labs/ Accounts						Cancel	Look up/Create lab account
Account #	Lab Name	Lab address	City	State	Zip Code	Registration Status	
1234567833	Essilor Lab 1	510 Church Street	Brackenridge	PA	15014	Active	Disable
231564829	Essilor Lab 2	61 West Avenue	Natrona Heights	PA	15014	Active	Disable
325864259	Essilor Lab 3	777 Swan Road	Arlington	VA	20008	Disabled	Activate
256831568	Essilor Lab 4	8976 Caleb Corner Court	Arlington	VA	20007	Disabled	Activate
523658269	Essilor Lab 5	8976 Caleb Corner Court	Arlington	VA	20007	Disabled	Activate
523658269	Essilor Lab 9	510 Church Street	Brackenridge	PA	15014	Disabled	Activate
*This is a pre-registered Lab and will be available starting 10/01/2019 .							

Figure 14. ECP Portal – Registered Labs/Accounts List – Registration Status Highlighted

If your registration is pending, as when you register with a non-integrated lab, the status displays as **Disabled**.

Note: If you pre-registered with a lab that will not be able to accept orders before 10/1/2019, you will see an orange note for each pre-registered lab “**This is a pre-registered lab and will be available starting 10/01/2019.**”

Linking a possible lab account to your profile

If you are working with an Essilor lab currently and you want to add it to your new profile, follow these instructions. Here, we assume you have begun this process using [Creating or choosing a lab account for your profile](#):

1. 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.
2. From the Link Possible Lab Accounts list, find the lab in the list that matches your probable Essilor lab account number, and click

the **Select** check box beside it. This links your new profile to the selected lab.

Note: If you do not see your existing lab account please call Essilor CSRs at **1-866-679-5754** and please **have your Account # on hand**.

Lab Registration

Location*

5 Railroad Ave, PA, 15006 (DV33111,SV2222)

☒
Make this my default location

Provider Information

Office Name

Desto eye care

Tax ID

123456789

Office ID

SV123456789, DV123456789

Shipping Address:

939 Elkridge Landing Road, Linthicum, MD 21090

Office Address:

939 Towson Landing Road, Linthicum, MD 21090

← 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**.)

⬆

<input type="checkbox"/> Select ¹	Account #	Legal entity name	Account entity address	Lab name	Lab address
<input checked="" type="checkbox"/>	1234567890	Desto eye	939 Towson landing road, Linthicum, MD 21090	Essilor 6	510 Church street, Brackenridge PA 15014
<input type="checkbox"/>	1234567890	ABC vision	123 Elkridge road, Elkridge, MD 21075	Essilor 7	61 West avenue, Natrona Heights PA 15014
<input type="checkbox"/>	1234567890	XYZ corp	545 Oakland street, Somerville, MD 02145	Essilor 8	777 Swan road, Arlington VA 20008

Submit

Figure 15. ECP Portal – Link Possible Lab Accounts List – Lab Selected with Submit Button Highlighted

- When you are sure you have the right account, click the **Submit** button to confirm your choice. A confirmation message displays.

✓

Success

×

You have successfully linked the lab account with your Versant Health profile.

1) Lab name: Essilor 6

Lab address: 1515 Old Country Road Harrisburg, PA 29999

Account #: 123456789

2) Lab name: Essilor 7

Lab address: 61 West avenue, Natrona Heights PA 15014

Account #: 123456789

3) Lab name: Essilor 8

Lab address: 777 Swan road, Arlington VA 20008

Account #: 123456789

Ok

Figure 16. ECP Portal – Link Possible Lab Account Confirmation Message

- Click **OK** to add the selected lab to your new profile.

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

*Note: Pre-register the labs that are available beginning 10/01/2019. Click "Look up/Create new lab account" to choose from other lab in our nationwide network.

Registered Labs/ Accounts						Cancel	Look up/Create lab account
Account #	Lab Name	Lab address	City	State	Zip Code	Registration Status	
1234567833	Essilor Lab 1	510 Church Street	Brackenridge	PA	15014	Active	Disable
231564829	Essilor Lab 2	61 West Avenue	Natrona Heights	PA	15014	Active	Disable
325864259	Essilor Lab 3	777 Swan Road	Arlington	VA	20008	Disabled	Activate
256831568	Essilor Lab 4	8976 Caleb Corner Court	Arlington	VA	20007	Disabled	Activate
523658269	Essilor Lab 5	8976 Caleb Corner Court	Arlington	VA	20007	Disabled	Activate

Figure 17. 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 orders.

Note: If you have chosen a lab that is not active in the Pilot program, you will not be able to place orders with this lab until after October 1st. At that time, you will be able to activate the lab in your new portal profile by clicking the **Activate** link.

If your office serves Members with Medicaid benefits or fulfills safety benefits for Davis Vision members, it makes sense to set up an account with the Versant Health Manufacturing Facility ahead of time. This prevents errors, and ensures a quicker turn-around time for ordering.

Some notes about lab registration

- You can also register with a non-integrated Essilor lab by contacting Essilor Customer Service. You can place an order with any registered lab, including non-integrated labs, using the Eye Care Professionals portal.
- If your office had a relationship with specific Essilor labs before you started using the Eye Care Professional Portal, please call the Essilor lab, to ensure that you

set up your Versant Health account with the same name. This will avoid confusion and additional account confusion in the future.

Troubleshooting pre-registration issues

Contact us at Versant Health

Versant Health representatives can provide the information you need. You can click the **Contact Us** link at the bottom of any Portal page for assistance.

Davis Vision Eye Care Professionals

For Help with...	Number/Email	When to Call
Pre-Registration Tech Support	1-877-235-5316	Monday – Friday, 8 a.m. – 8 p.m. ET Saturday 9 a.m. – 4 p.m. ET
Provider Relations	1-800-773-2847 Providerhelp@versanthealth.com	Monday – Friday, 8:30 a.m. – 7 p.m. ET Saturday 9 a.m. – 4 p.m. ET

Superior Vision Eye Care Professionals

For Help with...	Number/Email	When to Call
Pre-Registration Tech Support	1-877-235-5317	Monday – Friday, 8 a.m. – 8 p.m. ET Saturday 9 a.m. – 4 p.m. ET
Provider Relations	1-877-235-5315 Prsupport@superiorvision.com	Monday – Friday 8:30 a.m. – 7 p.m. ET

Precision Optics
6925 Saukview Dr.
St. Cloud, MN 56303
(800) 328-7075

Missouri

Midland Optical - Saint Louis*
2360 59th Street
St. Louis, MO 63110
(314) 533-2020

Sutherlin Joplin
308 South Wall Ave.
Joplin, MO 64801
(417) 624-1641

Sutherlin Optical Company*
1941 Central
Kansas City, MO 64141
(816) 421-0369

Montana

TCO - Billings
1002 10th St. West, Suite 3
Billings, MT 59102
(800) 258-4192

North Carolina

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

Southern Optical - Morrisville
860 Aviation Parkway, Ste 1300
Morrisville, NC 27560
(800) 969-8256

North Dakota

TCO - Bismarck
1213 Continental Avenue
Bismarck, ND 58501
(800) 258-4186

Nevada

Truckee Meadows
2970 Sutro Street
Reno, NV 89512
(775) 359-6667

New York

21st Century Optical*
4700 33rd St.
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 Blvd. East
Syracuse, NY 13224
(800) 678-4225

Tri-Supreme Hirsch*
91 Carolyn Blvd.
Farmingdale, NY 11735
(631) 249-2020

Winchester Optical*
1935 Lake Street
Elmira, NY 14901
(800) 847-9357

Ohio

Bell Columbus
3671 Interchange Rd.
Columbus, OH 43204
(800) 776-8077

Central One*
6981 Southern Blvd.
Youngstown, OH 44512
(800) 322-6678

Interstate Optical*
680 Lindaire Lane
Mansfield, OH 44906
(419) 529-6800

Select Optical
6510 Huntley Road
Columbus, OH 43229
(614) 846-5750

Oklahoma

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

Oregon

Opti-Craft
17311 N.E. Halsey St.
Portland, OR 97230
(800) 288-8048

Pennsylvania

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

Homer Optical - York*
60 Hokes Mill Rd.
York, PA 17404
(717) 843-1822

Puerto Rico

MGM Excellence*
Processing Center
Valle Tolima Industrial Park
Caguas, PR 00726
(787) 781-6299

Rhode Island

ACCURx
100 Federal Way
Johnston, RI 02919
(401) 454-2920

McLeod Optical
50 Jefferson Park Rd.
Warwick, RI 02888
(401) 467-3000

South Carolina

Southern Optical - Greenville
128 Green Acre Road
Greenville, SC 29607
(800) 999-4805

South Dakota

TCO - Sioux Falls
3109 West 41st St., Suite 115
Sioux Falls, SD 57105
(800) 615-1106

Tennessee

Southern Optical - Piney Flats
136B Industrial Park Rd.
Piney Flats, TN 37686
(800) 888-2544

Texas

Duffens Optical - Houston
3625 Willowbend Blvd., Ste. 110
Houston, TX 77054
(800) 392-9774

OMEGA - Dallas
13515 N. Stemmons FWY
Dallas, TX 75234
(800) 366-6342

Optic Blue*
3805 Avenue A
Lubbock, TX 79404
(806) 799-2583

Virginia

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

Washington

Jorgenson-Peninsula
Optical Supply
1901 S. Union Avenue
Tacoma, WA 98405
(253) 572-4522

Wisconsin

WOS Optical
610 Lombardi Avenue
Green Bay, WI 54304
(800) 888-4454

West Virginia

Bell Optical - Kenova
2182 RL 75, Suite 2
Kenova, WV 25330
(800) 553-3402

Versant Health Manufacturing Facility**

93805 West Chester Pike
Newtown Square, PA 19073
(800) 773-2847

* Please contact these labs directly to create an account

** Medicaid orders, Safety glasses, and Excel Advantage only