



| Topic  | Website   | Phone  |
|--|---|--|
| Registering a lab  | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> under Resources - Lab Registration User Guide | Versant Health Customer Service team at (877) 235-5316   |
| Placing an order on the portal                                 | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> under Resources - Portal User Guide           | Versant Health Customer Service team at (877) 235-5316   |
| Verify member eligibility, benefit                             | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> Search for Member - Portal User Guide         | Versant Health Customer Service team at (877) 235-5316   |
| Benefit reinstatement*   | N/A   | Versant Health Customer Service team at (877) 235-5316   |
| Benefit summary and/or inquiry                                 | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> Search for Member                             | Versant Health Customer Service team at (877) 235-5316   |
| Claim submission and/or status                                 | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> under Claim History                           | Versant Health Customer Service team at (877) 235-5316   |
| Order status   | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> under Job History                             | Call your laboratory   |
| Cancel or change a job   | N/A   | 1. Call your laboratory first<br>2. If you are changing lens design, no-glare, or material category, you will also need to call Davis Vision at (877) 235-5316       |
| Remakes, lab error redos, Dr. Rx changes, warranties           | Medicaid can do Rx change, warranty and lab error on the portal under job history   | Commercial and Medicare: Call your laboratory or call Versant Health team (877-235-5317) for any changes from original order<br>Medicaid orders: call (877) 235-5316 |
| Tier change upgrades/downgrades                                | N/A   | Versant Health Customer Service team at (877) 235-5316   |
| Order lab shipping labels                                      | N/A   | Commercial and Medicare: Call your laboratory<br>Medicaid: Versant Health Customer Service (877) 235-5316  |
| Enroll & view electronic payments                              | <a href="https://www.instamed.com">https://www.instamed.com</a>   | Call InstaMed at (866) 945-7990  |
| Get answers to general questions or find frequently used forms | Visit <a href="https://versanthealth.com/ecp-training-hub/">https://versanthealth.com/ecp-training-hub/</a>                     | Versant Health Customer Service team at (877) 235-5316   |
| Update provider profile information                            | Visit <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> under Resources - Forms                       |  |
| Requests to join panel   | Visit <a href="https://davisvision.com/eye-care-professionals/join">https://davisvision.com/eye-care-professionals/join</a>     | N/A  |

## Important tip:

You will have to provide the following information in order to reinstate a benefit:

» ProviderID » MemberID » Patient name » Detailed reason for cancellation