

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

Important tip:

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

» Provider ID » Member ID » Patient name » Detailed reason for cancellation