



New portal release improves access, claims and order processes

Versant Health's April 3, 2020 portal release includes the following improvements and corrections to functionality, by category:

Access

- When logging in, eye care professionals will see a pop-up asking them to verify their demographic information, such as Tax ID, addresses, practitioners, etc. This will happen every 3 months.
- Eye care professionals can now see terminated practitioners in the dashboard.
- All users can now reset locked accounts using the "Forgot Password" link. Previously this functionality was only available for the office administrator

Claims

- Davis Vision medical procedure codes have been updated to include code 92015 (refraction).
- Eye care professionals can now select a primary diagnosis code, which was previously working inconsistently.

Contact lens

- The contact lens prescription drop down has been updated to show values in correct order, as per industry standard.

Benefits

- Eligibility verification number will now show when pulling up member eligibility on the portal.

- The portal will now display correct total eyewear allowance amounts.
- Groups that do not allow progressives no longer show it as an option.

Orders

- Eye care professionals will now see a message when they attempt to order a frame that is out of stock or discontinued.
- Providers can now submit frame only orders on the portal.
- Language has been updated on the portal to clarify the process for ordering video display terminal lenses.
- Aspheric lenticular single vision lenses are now showing correct available prescription range.

Remakes and warranty

- Superior Vision eye care professionals can now place repair/replace claims through the portal for dates of service prior to their EDP start date.
- System updated to show 1.5 plastic available for remakes if the group allows.
- Providers are now able to submit a second remake when appropriate.
- Scratch Coat is now available as an option when placing remake orders.
- Eye care professionals can now submit repair/replace claims on the portal.
- Tint is now an option when processing a remake on the portal.

Medicaid only

- Lab supplied frames for patients with Medicaid benefits now shows as an option.
- If a Medicaid frame is out of stock or discontinued, a message will pop up advising ECP to select a different frame within same tier.

Excel Advantage

- PE905 in brown is and WP4010 in black crystal is now available when ordering frames through Excel Advantage.

Updates in progress

There are a few items that still require workarounds as we discover and address areas that are not yet fully functional in the portal. Thank you for your patience.

Special issue/split benefit exceptions/prior approvals

Currently, the portal does not allow eye care professionals to submit claims for groups that require special issue authorizations, an authorization created for split benefit exceptions, prior approvals, or override authorizations. For now, the customer service representative will place the order.

Two different lens styles

The portal cannot accommodate orders with two different lens styles (ex: one lens is SV, one lens is progressive). The customer service representative will get an authorization and place the order. This is an indefinite workaround.

Balance lens:

Balanced lens cannot be billed on the portal. The customer service representative will get an authorization and place the order. This is an indefinite workaround.

Size/fit frame challenge:

The portal currently cannot accommodate an order for frame fit challenges. The customer service representative will get an authorization and place the order. This is an indefinite workaround.