

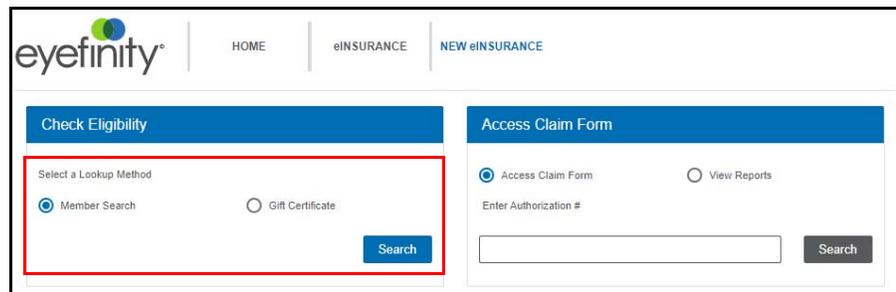
Authorizing VSP Benefits on eClaim

This job aid provides instructions for Eyefinity.com users to pull VSP authorizations on eClaim. Managing authorizations in eClaim saves you time and allows you to provide your patients with the quality care that they deserve.

- [Retrieving, Replacing, & Deleting Existing Authorizations, 1](#)
- [Issuing New Authorizations, 3](#)
- [Splitting Authorizations, 5](#)

Retrieving, Replacing, & Deleting Existing Authorizations

1. In eClaim, select the **Member Search** radio button and click **Search**.



The screenshot shows the Eyefinity eClaim interface. At the top, there are navigation links for HOME, eINSURANCE, and NEW eINSURANCE. Below this, there are two main sections: 'Check Eligibility' and 'Access Claim Form'. In the 'Check Eligibility' section, there is a 'Select a Lookup Method' area with two radio buttons: 'Member Search' (which is selected and highlighted with a red box) and 'Gift Certificate'. A 'Search' button is located to the right of these options. In the 'Access Claim Form' section, there are two radio buttons: 'Access Claim Form' (selected) and 'View Reports'. Below these is a text input field labeled 'Enter Authorization #' and a 'Search' button.

The Member Search page opens.

2. If necessary, select a different **Date of Service**. Although the date of service defaults to today's date, you can select a date in the past to pull a backdated authorization. You cannot, however, select a date in the future and pull an authorization for a future date.
3. Use one of these methods to search for the member:
 - Type the **Full ID** of the member (and leave all other fields blank)
 - Type the member's **First Name, Last Name, and Last 4 SSN**
 - Type the member's **First Name, Last Name, Date of Birth, and Last 4 SSN**
 - Type the member's **Last Name, Date of Birth, and Last 4 SSN**

- Click **Search**.

The Member Search Results display.

- Select the name of the primary person insured.

The member overview displays. If one of the patients on the plan has existing authorizations that have not yet been submitted, they are listed under **Retrieve or Delete an Existing Authorization**.

NOTE If your authorization is not displayed, click **Refresh**.

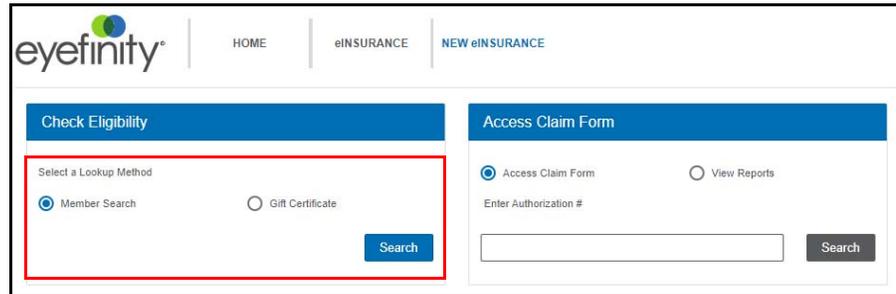
- Complete one of the following tasks:

If you need to...	Then...
Bill an authorization	Click the Authorization number.
Replace an authorization	Click Delete (trash can icon) and then issue a new authorization. For more information, go to “Issuing New Authorizations” on page 3 .
Delete an authorization	Click Delete (trash can icon).

- Begin filing the claim.

Issuing New Authorizations

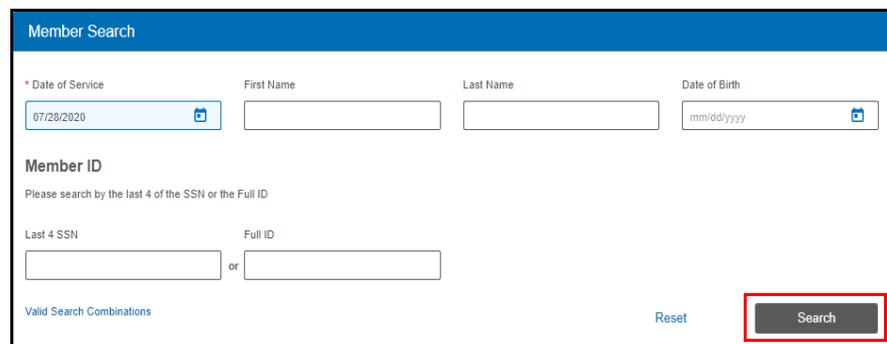
1. In eClaim, select the **Member Search** radio button and click **Search**.



The screenshot shows the 'Check Eligibility' section of the eClaim interface. Under 'Select a Lookup Method', the 'Member Search' radio button is selected and highlighted with a red box. A 'Search' button is located to the right of the radio buttons. The 'Access Claim Form' section is also visible, with 'Access Claim Form' selected and a 'Search' button for entering an authorization number.

The Member Search page opens.

2. If necessary, select a different **Date of Service**. Although the date of service defaults to today's date, you can select a date in the past to pull a backdated authorization. You cannot, however, select a date in the future and pull an authorization for a future date.
3. Use one of these methods to search for the member:
 - Type the **Full ID** of the member (and leave all other fields blank)
 - Type the member's **First Name, Last Name, and Last 4 SSN**
 - Type the member's **First Name, Last Name, Date of Birth, and Last 4 SSN**
 - Type the member's **Last Name, Date of Birth, and Last 4 SSN**
4. Click **Search**.



The screenshot shows the 'Member Search' page with several input fields: 'Date of Service' (07/28/2020), 'First Name', 'Last Name', 'Date of Birth' (mm/dd/yyyy), 'Last 4 SSN', and 'Full ID'. A 'Search' button is highlighted with a red box. There are also links for 'Valid Search Combinations' and a 'Reset' button.

The Search Results are displayed.

5. Select the name of the primary person insured.
The member overview is displayed. The primary members and their dependents are listed under **View Coverage Summary and Issue Authorization**.

- Select a patient name from the list.

EYE, TEXTXXX
Member Plus Family Coverage This eligibility transaction is HIPAA compliant

Retrieve or Delete an Existing Authorization

Authorization	Name (Last, First)	Product	Expires	
12265854	EYE, CHILD XX	VSP Choice Plan	2019-07-19	
12265856	EYE, TEXTXXX	Additional Pair	2019-07-19	
10376690	EYE, TEXTXXX	Additional Pair	2015-12-01	

[Refresh](#)

View Coverage Summary and Issue Authorization

Name (Last, First)	Relation	Date of Birth
EYE, TEXTXXX	Member	01/01/1988
EYE, CHILD XX	Child	01/01/2010
EYE, CHILDXX	Child	01/01/2010

The Coverage Summary displays.

NOTE

If additional benefits (i.e., Computer Vision Care, Additional Pair, Diabetic Eyecare) are available, they are displayed below the patient's primary benefit.

- Type or select the **Date of Service**.

COVERAGE SUMMARY
To view eligibility for a past date of service, please select a date below.

Date of Service
07/28/2020

Patient Name: EYE, CHILD XX
Print VSP Plan Summary to give to your patient
Select available services to be included in the Authorization.

VSP Choice Plan

All Available Services	Exam	Lens	Frame	Contact Lens
Availability	Yes	Yes	Yes	Yes
Authorize Benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Issue Authorization](#)

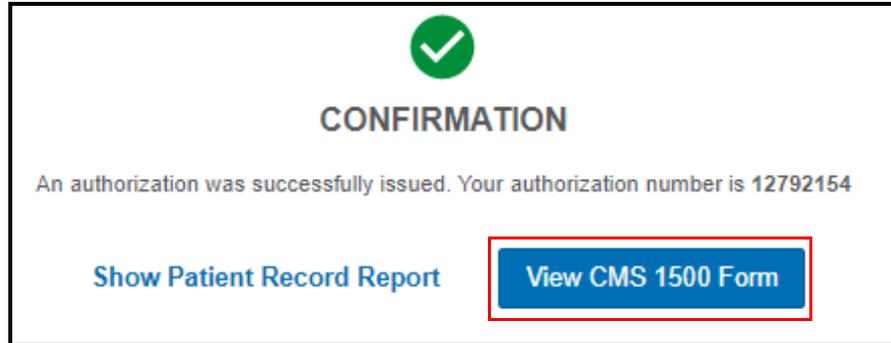
VSP Diabetic Eyecare Program

All Available Services	Examination
Availability	Yes
Authorize Benefit	<input type="checkbox"/>

[Issue Authorization](#)

- Select the services that you want to bill.

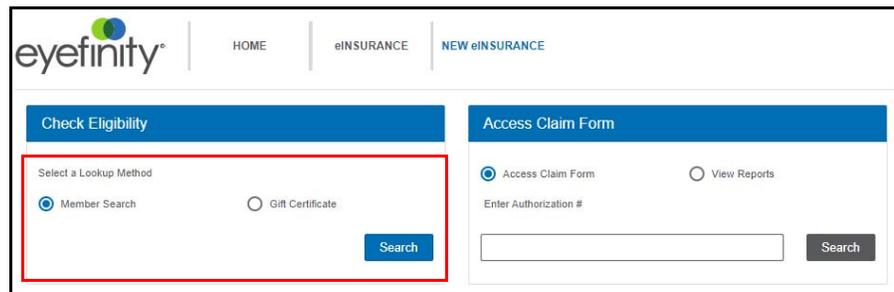
9. Click **Issue Authorization**.
An authorization confirmation is displayed.
10. Click **View CMS 1500 Form** to view reports and begin filing the claim.



Splitting Authorizations

Follow these instructions to split authorizations if

- You need a separate authorization for an exam and for a frame
 - You need a separate authorization for an exam and for materials
 - The patient is ordering two pairs of glasses
 - The patient has a benefit for a second pair of glasses
1. In eClaim, select the **Member Search** radio button and click **Search**.



The Member Search page opens.

2. If necessary, select a different **Date of Service**. Although the date of service defaults to today's date, you can select a date in the past to pull a backdated authorization. You cannot, however, select a date in the future and pull an authorization for a future date.
3. Use one of these methods to search for the member:
 - Type the **Full ID** of the member (and leave all other fields blank)
 - Type the member's **First Name, Last Name, and Last 4 SSN**
 - Type the member's **First Name, Last Name, Date of Birth, and Last 4 SSN**
 - Type the member's **Last Name, Date of Birth, and Last 4 SSN**

- Click **Search**.

Member Search

* Date of Service: 07/28/2020 | First Name: | Last Name: | Date of Birth: mm/dd/yyyy

Member ID
 Please search by the last 4 of the SSN or the Full ID

Last 4 SSN: | or | Full ID: |

Valid Search Combinations | Reset | **Search**

The Search Results are displayed.

- Select the name of the primary person insured.

The member overview is displayed. The primary members and their dependents are listed under **View Coverage Summary and Issue Authorization**.

- Select a patient name from the list.

EYE, TEXTXXX
 Member Plus Family Coverage This eligibility transaction is HIPAA compliant

Retrieve or Delete an Existing Authorization

Authorization	Name (Last, First)	Product	Expires	
12265854	EYE, CHILD XX	VSP Choice Plan	2019-07-19	
12265856	EYE, TEXTXXX	Additional Pair	2019-07-19	
10376690	EYE, TEXTXXX	Additional Pair	2015-12-01	

Refresh

View Coverage Summary and Issue Authorization

Name (Last, First)	Relation	Date of Birth
EYE, TEXTXXX	Member	01/01/1988
EYE, CHILD XX	Child	01/01/2010
EYE, CHLDXXX	Child	01/01/2010

The Coverage Summary displays

NOTE If additional benefits (i.e., Computer Vision Care, Additional Pair, Diabetic Eyecare) are available, they are displayed below the patient's primary benefit.

7. Type or select the **Date of Service**.

COVERAGE SUMMARY

To view eligibility for a past date of service, please select a date below.

* Date of Service
07/28/2020

Patient Name: EYE, CHILD XX
Print VSP Plan Summary to give to your patient
Select available services to be included in the Authorization.

VSP Choice Plan

All Available Services	Exam	Lens	Frame	Contact Lens
Availability	Yes	Yes	Yes	Yes
Authorize Benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Issue Authorization

VSP Diabetic Eyecare Program

All Available Services	Examination
Availability	Yes
Authorize Benefit	<input type="checkbox"/>

Issue Authorization

- 8. Select the services that you want to bill.
- 9. Click **Issue Authorization**.
An authorization confirmation is displayed.
- 10. Click **Return to Coverage Summary** to submit a second authorization.
- 11. Repeat steps 7–9 to issue an authorization for the remaining services.
- 12. Click the **primary insured’s name** to view both of the authorizations that you issued for the patient.

