

Navigating eInsurance

This job aid provides instructions for Eyefinity.com users to navigate the eInsurance tab, including how to select between modern and classic eClaim, and how to navigate the modern eClaim.

This job aid contains the following sections:

- [Navigating the eInsurance Tab](#)
- [Switching Between Modern and Classic eClaim for VSP](#)
- [Navigating the Modern eClaim](#)

Navigating the eInsurance Tab

Use the buttons at the top of the eInsurance tab to access the following tasks and resources:

- Click **eClaim** to review and edit the G&C carrier list and file G&C (non-VSP) claims.
- Click **eClaim Tracking** to track G&C (non-VSP claims).
- Click **VSP Online** to track VSP claims and access explanations of payments, provider reference manuals, and other resources.
- Click **Claim Resource Center** to view information and references for G&C claims filing on eyefinity.com.
- Click **View Modern Mode** to switch between Classic eClaim and Modern eClaim. See [Switching Between Modern and Classic eClaim for VSP](#).

Switching Between Modern and Classic eClaim for VSP

The View Modern Mode switch determines whether you are using the modern eClaim or classic eClaim. A different version of the member search and claim form display, depending on which mode you select. The selected mode becomes the default setting for your office.

NOTE

- The modern eClaim and classic eClaim features apply to VSP patients only.
- Claims must be submitted in the same mode used to pull the authorization.
- You can access reports only for claims submitted in the selected mode.

- Click the **View Modern Mode** switch to access the modern eClaim features. The switch is set to the right and is blue when Modern Mode is selected. See [Navigating the Modern eClaim](#) for information on using the modern eClaim.

Use For VSP Patients Only

Use the toggle bar to access the version of eClaim you want to use. Then continue below to Eligibility and Authorization to start your claim.

Toggle RIGHT to use the Modern Mode.

Toggle LEFT to use the Classic Mode.

View Modern Mode ☒

- Click the switch again to return to classic eClaim. The switch is set to the left and is gray when Classic Mode is selected.

NOTE

You can also switch to the classic eClaim while viewing a screen in modern eClaim by clicking the **Return to Classic Mode** link in the upper-right corner of the page. Information may need to be re-entered when you switch modes using this method.

Navigating the Modern eClaim

With Modern Mode selected, the following features are available:

- Select **Member Search** to verify and authorize VSP member benefits. For more information, see [Authorizing VSP Benefits Using Modern eClaim](#).
- Select **Gift Certificate**, enter the gift certificate number and click GO to redeem a VSP Gift Certificate with an authorization.
- Select **Access Claim Forms** and enter the authorization number to submit and review VSP claims.

For information on how to navigate the form, see [Navigating the Modern eClaim Form and Printing Claim Forms and Reports](#).

For information on how to submit claims, see [Submitting Exam-Only VSP Claims Using Modern eClaim](#), [Submitting Eyeglass and Contact Lens VSP Claims Using Modern eClaim](#), and [Coordinating VSP Benefits Using Modern eClaim](#).

- Select **View Doctor Reports** to view claim reports. For information on what reports are available, see [Viewing and Printing Claim Reports](#).

Navigating the Modern eClaim Form and Printing Claim Forms and Reports

This section explains how to navigate the modern eClaim form, view the claim reports, and print the claim form.

- [Using the Top Navigation Bar](#)
- [Using the Page Commands](#)
- [Viewing and Printing Claim Reports](#)
- [Printing the eClaim Form](#)

Using the Top Navigation Bar

The top navigation bar provides links to each section of the eClaim form. You can navigate the form using these links, or by scrolling down the page. The navigation bar is “pinned” to the top of the form, so as you scroll it is always visible.

Patient Name | Exam | Lens | Frame | Lab | Contacts | Prescription | Services | Patient | Insured | Facility and Billing | Additional Information | Signatures

Using the Page Commands

The following commands are located at the bottom of the page:

- Save Claim
- Calculate
- Submit Claim

Save Claim

Calculate

Submit Claim

Viewing and Printing Claim Reports

To view the VSP claim reports, click **View Doctor Reports** at the top of the claim form, above the top navigation bar.

NOTE

View Doctor Reports appears at the very top of the screen. If you do not see it, try scrolling farther up.



The following reports are available. They can be viewed at any time and do not indicate that a claim has been submitted.

- Patient Record Report
- Lens Enhancement Chart
- Service Report
- CMS Service Report
- Packing Slip
- PCP Form (Primary Care Physician contact)
- Patient History

Printing the eClaim Form

To open a printable version of the eClaim form as it is currently filled in, click **Print** at the top of the claim form, above the top navigation bar.

NOTE

Print is not available after the claim has been submitted

