

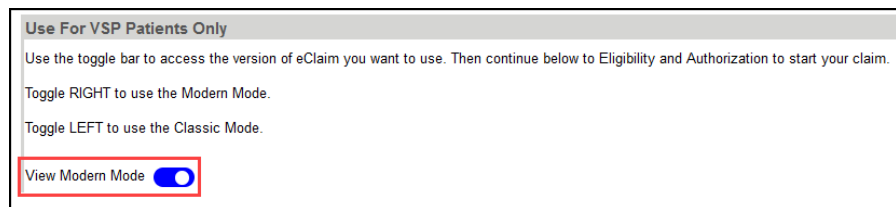
Authorizing VSP Benefits Using Modern eClaim

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

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

Retrieving, Replacing, & Deleting Existing Authorizations

1. Click the **eInsurance** tab to open eClaim.
2. Under **Use For VSP Patients Only**, check that the **View Modern Mode** switch is on (to the right and blue).



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.

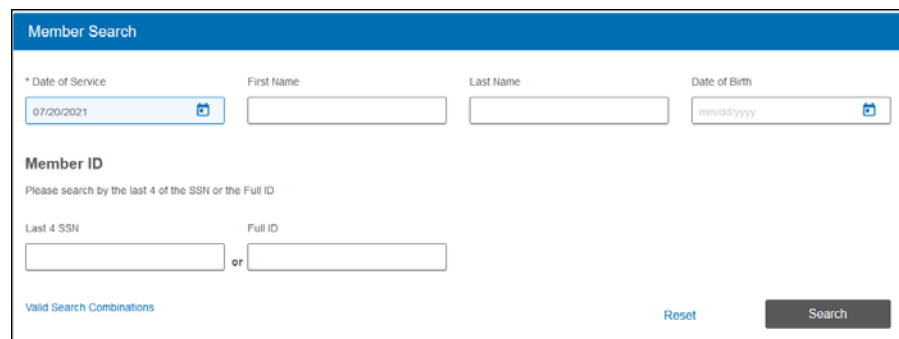
Toggle RIGHT to use the Modern Mode.

Toggle LEFT to use the Classic Mode.

View Modern Mode ☒

3. Under Check Eligibility, select the **Member** radio button and click **Member Search**.

The Member Search page opens.



Member Search

* Date of Service: 07/20/2021 [calendar icon]

First Name: [text box]

Last Name: [text box]

Date of Birth: mm/dd/yyyy [calendar icon]

Member ID

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

Last 4 SSN: [text box] or Full ID: [text box]

Valid Search Combinations [link]

Reset [button] Search [button]

4. 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 select a future date.

5. 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**
6. Click **Search**.

Member Search

* Date of Service: 07/28/2020

First Name:

Last Name:

Date of Birth:

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 Member Search Results display.

7. Select the name of the primary 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**.

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, CHILDXXX	Child	01/01/2010

NOTE

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

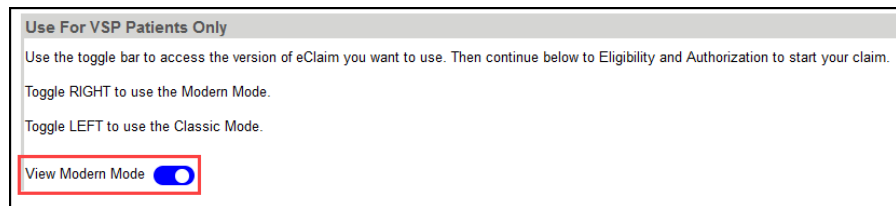
8. Complete one of the following tasks:

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 .
Delete an authorization	Click Delete (trash can icon).

9. Begin filing the claim.

Issuing New Authorizations

- Click the **eInsurance** tab to open eClaim.
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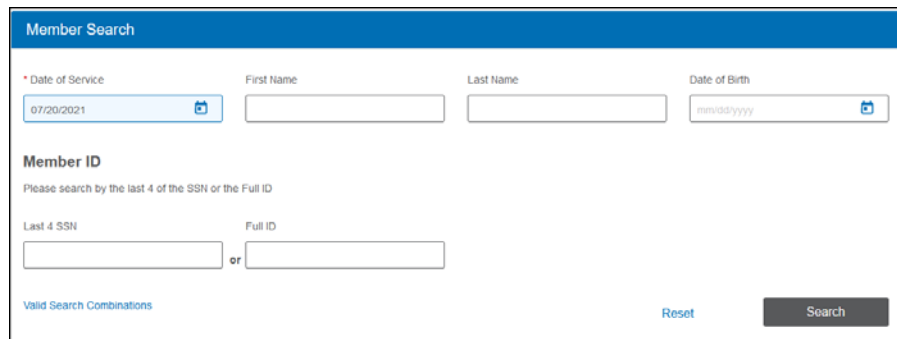
Toggle RIGHT to use the Modern Mode.

Toggle LEFT to use the Classic Mode.

View Modern Mode ☒

- Under Check Eligibility, select the **Member** radio button and click **Member Search**.

The Member Search page opens.



Member Search

* Date of Service: 07/20/2021 [calendar icon]

First Name: [text box]

Last Name: [text box]

Date of Birth: mm/dd/yyyy [calendar icon]

Member ID

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

Last 4 SSN: [text box] or Full ID: [text box]

Valid Search Combinations [link]

Reset [button] Search [button]

- 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 select a future date.
- 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**

6. 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.

7. Select the name of the primary insured.

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

8. Click a patient name in 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, CHILDXXX	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.

9. Type or select the **Date of Service**. You can select a date in the past to pull a backdated authorization. You cannot select a future date.

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	☐	☐	☐	☐

Issue Authorization

VSP Diabetic Eyecare Program

All Available Services	Examination
Availability	Yes
Authorize Benefit	☐

Issue Authorization

10. Click **VSP Plan Summary** to print a copy of the summary to give to the patient.
11. Select the services that you want to bill.
12. Click **Issue Authorization**.
An authorization confirmation is displayed.
13. Click **Show Patient Record Report** to view and print the patient's coverage information.
14. Click **View CMS 1500 Form** to view reports and begin filing the claim.

✓

CONFIRMATION

An authorization was successfully issued. Your authorization number is 12792154

Show Patient Record Report

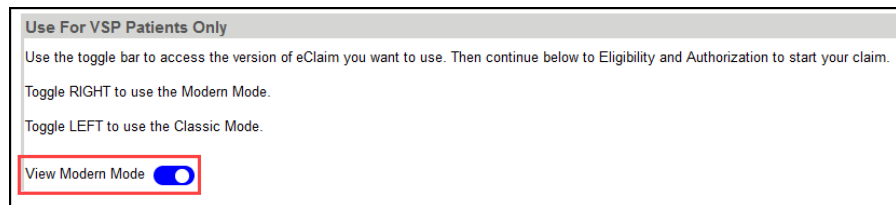
View CMS 1500 Form

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

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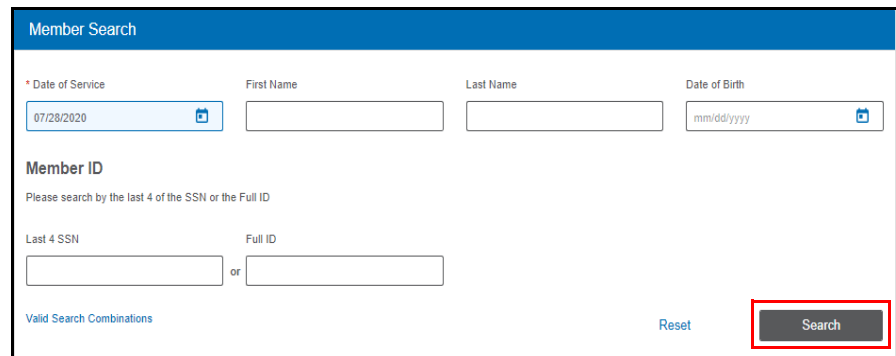
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Member Search

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

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Last 4 SSN: | or | Full ID: |

[Valid Search Combinations](#) | [Reset](#) | **Search**

The Search Results are displayed.

- Select the name of the primary insured.

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

- Click a patient name in the list.

EYE, TEXTXXX

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Retrieve or Delete an Existing Authorization

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Refresh

View Coverage Summary and Issue Authorization

Name (Last, First)	Relation	Date of Birth
EYE, TEXTXXX	Member	01/01/1988
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EYE, CHILDXXX	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**. You can select a date in the past to pull a backdated authorization. You cannot select a future date.

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	☐	☐	☐	☐

Issue Authorization

VSP Diabetic Eyecare Program

All Available Services	Examination
Availability	Yes

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