vsp
vision care

Modern eClaim tips

VSP is preparing for the next step in the transition to Modern eClaim on eyefinity.com, which is to remove access to Classic eClaim on eyefinity.com.

- Starting **May 12, 2022**, practices in **CALIFORNIA** will exclusively use Modern eClaim and no longer have access to Classic eClaim.

- The **June 9, 2022**, practices in **ALL OTHER STATES** will also fully transition to Modern eClaim.

Click on the links to jump to the corresponding sections of the document.

General Information

Preparing for the Final Transition

After Full Migration to Modern eClaim

Using Modern eClaim

Website and Browser Settings

General Information

- Modern eClaim **training resources** are available at vspproviderhub.com/eClaim.

- Using Modern eClaim does not change the way you bill VSP.

- Modern eClaim includes enhanced coordination of benefits (COB) functionality.

Preparing for the Final Transition

- **IMPORTANT!** Practices are strongly encouraged to complete any remaining open claims in Classic eClaim and move to Modern eClaim now. **Once fully transitioned to Modern eClaim, you will not be able to access any claim that was left open/not completed in Classic eClaim**—you will need to restart and submit these claims in Modern eClaim.

After Full Migration to Modern eClaim

- Once you're fully transitioned to Modern eClaim, **you will not be able to use Modern eClaim to pull up claims that were submitted through Classic eClaim**.

- To view the information for claims submitted through Classic eClaim, pull up the following reports:
  - Doctor Service Report
  - CMS1500 Report
  - Lab Service Report

Using Modern eClaim

- Skip the scrolling and click the navigation topics at the top of the eClaim form to quickly "jump" to each section of the page.

- If you have an issue **logging in or staying logged in**, start at the eyefinity.com Home page and manually type in your username and password.

- **IMPORTANT!** When requesting an authorization in the IVR or via fax, ensure you are selecting the **correct provider and location for the provider location login you're using** on eyefinity.com.
  - When your eyefinity.com login has a service location (Tax ID and physical address) that doesn't match the service location of the authorization, you will receive an error similar to **authorization does not belong to your office** or **authorization entered cannot be used**.
    - This impacts offices that have more than one Tax ID or address under one phone number.
  - To avoid receiving the error:
    - You will need to know if your eyefinity.com login has the **same service location** as the authorization you're requesting.
    - Select the correct address when requesting an authorization in the IVR or via fax.
  - To clear the error, the authorization should be deleted and reissued. If you're not able to delete it yourself, please call VSP Customer Service at 800.615.1883 for assistance.

- If you receive an error beginning with **PATENC0*****
  - Click on Member search.
  - Enter in the member information, select the authorization, and delete.
  - Once the old authorization is deleted then re-issue the authorization with the desired services, select the View CMS1500 form, once the eClaim form opens, in the date field select the date of service. At this point you can continue to submit this claim.

- If you entered **contact lenses** in your order and then removed them, but the system is still asking for the contact lens information, you will need to delete the current authorization, get a new authorization, and start the order over from the beginning.

- Reports:
  - o If the authorization was pulled using Modern eClaim, you can access reports using Modern eClaim as usual.
  - o Once you're fully transitioned to Modern eClaim, **you will not be able to use Modern eClaim to pull up claims that were submitted through Classic eClaim**.
    - ▪ To view the information for claims submitted through Classic eClaim, pull up the following reports:
      - Doctor Service Report
      - CMS1500 Report
      - Lab Service Report

Website and Browser Settings

- For the best user experience, officially supported browsers are Chrome and Firefox.

- Bookmark the **eyefinity.com Home page** and not the log in page.

- Use a dedicated browser page when accessing eyefinity.com. Do not log in to eyefinity.com on multiple tabs at the same time.

- Set your browser pages to automatically clear cache and cookies when your browser page is closed.

- Set your browser to allow pop-ups; see your browser's help section for customizable instructions.