**STEP 1:** Setting up your user login for the online claims system by visiting
www.eyemedinfocus.com/forms/



Complete the "Requests Online Claims System Login" form.

**STEP 2:** Login to the online claims system at
www.claims.eyemedvisioncare.com/claims/loginForm.emvc

Enter your User ID and Password. If you forget your password, click the Forgot Password link.

## Lab Registration

Upon logging into the online claims system, select "Manage My Profile" and then select "Lab Registration" from the left-hand side navigation.

**Provider Tools**

Members
Discount Plans
Groups
Military Group Order
Discount Group Order
Claims
Lab Order
Billing
Disbursement History
Audits
Manage My Profile
   Administration
      Change Password
      View Location
      > Lab Registration
      In-Office Finishing
      IOF Customer Support
      Payment Methods
   Key Information
   Manage Users
   Create Users
Order Lenses
Contact EyeMed
Utilization Management

From here, you'll be taken directly to the lab registration page.

**Lab Registration**

Choose a tax entity and location, then select View Lab Accounts to see lab accounts for the location.

**Location Information**

| Tax Entity | --- Select a Tax Entity --- |
| Location | Choose a Location |

View Lab Accounts

**STEP 1:** Select the location associated with your Tax ID.

**Lab Registration**

Choose a tax entity and location, then select View Lab Accounts to see lab accounts for the location.

**Location Information**

| Tax Entity | PROCARE OF TROY LLC (*****1597) |
| Location | Choose a Location |

View Lab Accounts

Choose a Location
1861 TOWNE PARK DR, STE A, TROY, OH, 45373
9856 WESTMINSTER AVE, STE 125, GARDEN GROVE, CA, 92844

**STEP 2:** After the associated location has been selected and you've hit View Lab Accounts, the list of associated lab accounts will be shown.

**Lab Accounts**

Below is a list of lab accounts associated with this location. Click the Change link to enable or disable a lab account for use for EyeMed orders.

Show 10 entries     Filter:

| Name | Location | Phone | Account Number | Services Provided | Status |
|------|----------|-------|----------------|-------------------|--------|
| Walman Optical Baltimore (MC) | Baltimore,MD | | TEST123 | Medicaid C (VA) Medicaid D (VP) | Enabled (Change) |

When filing a lab claim, you may only use a lab that has an "enabled" status as shown on the right-hand side under the status column. If you would like to register for a lab that is disabled, you can use our step-by-step lab registration job aid.

## Searching for Members

Once you have ensured you have an enable lab, select "Member Search" from the left hand side navigation.
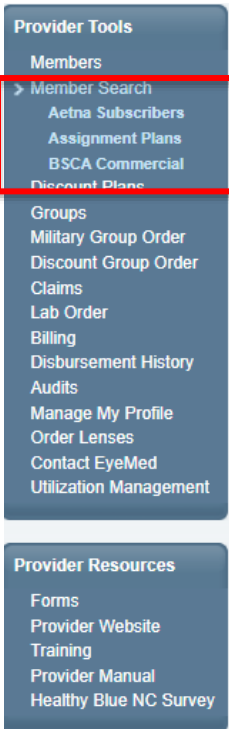
From here, you'll be taken directly to the member search page.

**STEP 1:** Enter the member's name, date of birth and the date of service.

**STEP 2:** Click search.

**STEP 3:** Identify the correct member record from the search results and click the member name. You may see multiple members appear and this is simply to search in case there are multiple family members covered by the same vision benefit.

## Viewing Eligibility and Plan Information

**STEP 1:** Choose the location and provider who is providing services.

**Step 2:** After selecting the location, please select the provider offering services from the drop-down menu. You'll then be able to view the services and materials the member is eligible for.

| Location | | | | (Change) |
|---|---|---|---|---|
| Provider | | | | ⌄ |
| Date of Service: | 10/01/2021 | | | |

**Check Eligibility**

| **Routine** | **Additional Purchase** | | | |
|---|---|---|---|---|

| | Service | Member is Eligible? | Member Eligible As Of* | Service Frequency |
|---|---|---|---|---|
| ☑ | **Lenses** | Yes | 03/01/2020 | Once every calendar year |
| ☑ | **Frame** | Yes | 03/01/2020 | Once every calendar year |
| ☐ | **Contact Lenses** | Yes | 03/01/2020 | Once every calendar year |

**Submit Claim**

**Step 3:** Scroll down to view details about the member's benefits like copays and allowances.

You do not need to get prior authorization to submit a claim.

## Submitting Lab Claims

**STEP 1:** After using the steps above, verify the member is eligible by the yes flag in the member eligibility box and select submit claim. A prompt will appear where you would like the lab order to be placed.

**Where will the lenses be ordered from for this claim?**

    ◉ EyeMed Network Lab             ○ EyeMed Stock Lens Portal

(any order sent to an approved lab for manufacturing)      (in compliance with EyeMed's IOF Program)

**STEP 2:** When selecting "EyeMed Network Lab," you will be prompted to select the specific lab you would like to use.

**STEP 3:** You will then be directed to select the relevant job type.



**Job Type Summaries Available Based on Lab Network:**

- **Uncut**: The lab will provide the prescription lens and the provider will edge and mount the lens.
- **Frame To Come (FTC):** Provider send frame to lab for manufacturing.
- **Lens Only W/Trace:** Provider sends file to the lab for trace of frame. Lens is already cut and edged by the lab and the provider will mount.
- **Lens Only W/Archive:** The lab already has the file in their system and the provider doesn't need to submit it. Lens is already cut and edged by the lab and the provider will mount.

**STEP 4:** Enter the Prescription Information. This will default the catalog information based on what is entered. The add section is for multifocal lenses only. If left blank, the prescription will default to single vision lenses. If a prism lens, you must checkmark "With Prism" and enter the information. If "With Prism" is checked, you must enter a value into the box.

We are now collecting additional information for non-lab model providers to assist with the expanded lens code sets, minimize the need for audits, and improve EyeMed's ability to demonstrate quality of care to our clients.

Key reasons for the changes include:

1.) Demonstrates quality of care – ensures members get the appropriate lens for their unique prescription needs
2.) Improves Online Claims System experience – Enables system to populate correct CPT Codes for lens designs and materials, enhancing accuracy for provider pay and member benefits
3.) Minimizes audits – Additional prescription and lens information collected during claims submission partially eliminates the need for audit requests to collect in the future

| | Sphere * | | Cylinder | | Axis | | Add | |
|---|---|---|---|---|---|---|---|---|
| OD (R) ▽ | -01.00 | ▽ | | ▽ | | ▽ | | ▽ |
| OS (L) | -01.00 | | | | | | | |
| ☐ With Prism | Prism 1 | | Base 1 | | Prism 2 | | Base 2 | |
| Prism (R) ▽ | | ▽ | - ∨ | ▽ | | ▽ | - ∨ | ▽ |
| Prism (L) | | | - ∨ | | | | - ∨ | |

**Continue Lens Order Entry**

**STEP 5:** Once you have entered the relevant prescription information and selected "Continue Lens Order Entry," you will be prompted to enter additional information for the lens design and material fields.

**STEP 6:** After selecting the lens and design material, you'll enter the lens coatings and treatments. The options available for selection are shown based on the previous lens and materials selected and will filter options based on availability.



**STEP 7:** To select an available treatment, click the relevant treatment and it will appear in the "Selected Treatments" box. A comments section is available for tint codes or mirror colors if utilizing an Essilor Lab.

**STEP 8:** After completing the lens section, you can move on to entering frames information.



**STEP 9:** By typing direct data into each field, a drop-down menu will appear with suggested options. You may select your options from the menu or continue to key in the data.

**STEP 10:** If you are unable to find the correct model, you can select unable to find your frame and type your selection manually.



**STEP 11:** Once your frame attributes are entered, upload your trace file for lens only. The standard lens shape information will automatically fill based on your selection unless you've manually entered the information.

**STEP 12:** Select your frame type.



**STEP 14:** Select your frame source.



Click "Next page" to validate the information above. Data will be lost if you leave this page before correcting errors and clicking "Next Page."

**Next Page**

If the frame is patient supplied, the patient has brought their own frame and the benefit can't be used. If doctor supplied, the frame benefit can be utilized.

**STEP 15:** After selecting next page, you'll be taken to the usual charges page. This section requires you to input in-store retail prices.

### Enter Usual Charges

Please enter your Usual Charges for each of the following services. If your usual charge is $0, please also check the "Permit $0 Charge" box.

Enter the patient's account number from your practice management system, if desired.

Patient Account Number: [ ]

| Vision Care Service or Material | Usual Charge | Permit $0 Charge? |
|---|---|---|
| Frame, Deluxe | 150.00 | ☐ |
| Single Vision Lens | 50.00 | ☐ |
| Digital Lens | 40.00 | ☐ |
| Lens, polycarbonate or equal, any index, per lens | 40.00 | ☐ |
| Photo Plastic | 100.00 | ☐ |
| Edge Polish - Regular and High Luster | 45.00 | ☐ |
| Premium A/R - Tier 3 | 200.00 | ☐ |
| Backside UV Treatment | 15.00 | ☐ |

[Next Page] [Previous Page]

**STEP 16:** When done entering usual retail charges, select next page. Here, the total charges and member out-of-pocket responsibility will be shown.

### Point of Sale

Below are the member payments for each service you are providing to this member.

**Although the other fields are blank, you'll still receive payment at your normal contracted rates. Exact payment information will be populated once the claim is processed.** To calculate payment in the meantime, you can visit EyeMed inFocus to download your contract and fee schedules.

| Vision Care Service | Total Charges | Contractual Write-Off | Covered Charges | EyeMed Payment | Member Resp |
|---|---|---|---|---|---|
| Frame, Deluxe | $150.00 | | | | $0.00 |
| Single Vision Lens | $50.00 | | | | $0.00 |
| Digital Lens | $40.00 | | | | $32.00 |
| Lens, polycarbonate or equal, any index, per lens | $40.00 | | | | $40.00 |
| Photo Plastic | $100.00 | | | | $75.00 |
| Edge Polish - Regular and High Luster | $45.00 | | | | $36.00 |
| Premium A/R - Tier 3 | $200.00 | | | | $160.00 |
| Backside UV Treatment | $15.00 | | | | $15.00 |
| Subtotal | $640.00 | | | | $358.00 |
| CHARGE BACKS | | | | | |
| Total | $640.00 | | | | $358.00 |

The sales tax is a calculation of the sales tax rate applied to the lab service charge, and the use tax rate applied to the market value of the base lens. The sales tax is paid to the lab on your behalf.

Under member responsibility the total member out-of-pocket cost is shown. Please verify the member accepts their out-of-pocket costs before submitting the claim. Then, submit the claim.

**STEP 17:** Once submitting the claim, you'll see the benefits summary. Here you can view retail price, contractual write-off, plan payment and member payment.

Claims are always paid based on the actual transaction details and the eligibility as of the date of service. They're paid in a first-in, first-out basis. You should expect to receive payment within 7 business days after the claim is completed and lab information is returned.

**Benefits Summary**

| Vision Care Service | Total Charges | Contractual Write-Off | Covered Charges | EyeMed Payment | Member Resp |
|---|---|---|---|---|---|
| Frame, Deluxe | $120.00 | $24.00 | $0.00 | $72.00 | $24.00 |
| Single Vision Lens | $75.00 | $15.00 | $0.00 | $45.00 | $15.00 |
| Premium A/R - Tier 1 | $20.00 | $4.00 | $0.00 | $12.00 | $4.00 |
| Routine Exam, Comprehensive | $40.00 | $10.00 | $0.00 | $30.00 | $0.00 |
| Refraction - Routine | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Uv Lens/Es | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Subtotal | $255.00 | $53.00 | $0.00 | $159.00 | $43.00 |
| Tax | | | | | |
| Total | $255.00 | $53.00 | $0.00 | $159.00 | $43.00 |

**Frames Data**

Show DetailsHide Details

| Frame Information | |
|---|---|
| Manufacturer | Luxottica |
| Brand | Ray-Ban |
| Model | RB2027 |
| Color | BLUE ON BLACK |
| Temple Length | 130 |
| Eye Size | 62 |
| SKU | |

Progressive lens calculations are estimated at pricing and will be finalized on the remittance.

**STEP 18** Once your claim is submitted, the below section will auto-populate.

| Lab Material Selections | Charge Backs |
|---|---|
| Digital Single Vision | |
| Single Vision | |
| Single Vision Poly | |
| Single Vision Non-Glass Photo Group 2 | |
| Roll Edge | |
| AR Lab Group H | |
| UV AR Backside | |
| Total: | |

**STEP 19:** From here, you will be able to verify your from information and order the frame.

## Frame/Lens Lab Order Summary

| E-order#: | Shipping Info: | Lab: |
|---|---|---|
| Submitted: | Acct# 51260 | Omega Dallas |
| | 1861 TOWNE PARK DR | 13515 North- Stemmons Frwy |
| | Troy, OH 45373 | Dallas, TX 75234 |
| | 111-111-1111 | 800-366-6342 |

### Lens Prescription

| | Sph. | Cyl. | Axis | Add. | Prism1 | Base1 | Prism2 | Base2 | Dist. PD | Near PD | Height |
|---|---|---|---|---|---|---|---|---|---|---|---|
| R | -1.00 | 0.00 | 0 | 0.00 | | | | | 30.00 | | 18.00 |
| L | -1.00 | 0.00 | 0 | 0.00 | | | | | 30.00 | | 18.00 |

### Lens Information                                    Job Type: Frame To Come

| Right Lens | Thick. | Dia. 99 | Treatments |
|---|---|---|---|
| Design | Essilor Eyezen+ 2 (Enter Height) | | Roll Edge |
| Material | Poly Transitions 8 Graphite Green | | Crizal Prevencia |

| Left Lens | Thick. | Dia. 99 |
|---|---|---|
| Design | Essilor Eyezen+ 2 (Enter Height) | |
| Material | Poly Transitions 8 Graphite Green | |

### Treatment Comments

### Frame Information                                    Frame Source: Doctor Supplied

| Manufacturer | Luxottica | A Box | 53.00 | Shape: |
|---|---|---|---|---|
| Brand | COACH | B Box | 39.40 | |
| Model | HC5111 | DBL | 17.00 | |
| Color | LIGHT GOLD | ED | 57.20 | |
| Temple Length | 140 | | | |
| Eye Size | 53 | | | |
| SKU | 725125369367 | | | |
| Frame Type | Metal Edge | | | |

**STEP 20:** After verifying your information, select order confirmation.

Return    Order Confirmation

**STEP 21:** A PDF document of your order confirmation will be produced. Download the PDF and print a copy. Once printed, wrap around the selected frame and submit it to your lab of choice for production.

ORDER CONFIRMATION

| E-order #: SP10UU0B | Shipping Info: | Lab: |
|---|---|---|
| Submitted: 03-08-2023 11:16 AM | Acct# TEST123 | 21st Century Optics |
| | 1861 TOWNE PARK DR | 4700 33rd Street |
| *SP10UU0B* | Troy, OH 45373 | Long Island City, Netherland Antilles |
| | 111-111-1111 | 11101 |