VISIONPLUS PROVIDER PORTAL ON MEDBEN ACCESS
Online Claims Entry and Submission Usage Instructions

Welcome to **MedBen Access**! This website allows registered VisionPlus providers to enter, edit and submit claim forms electronically…direct to MedBen! You can also route claims to network labs, make adjustments and, if necessary, remove a claim. Our online features make claims coordination easy!

In this document you will find descriptions of, and instructions for, the various features found on the VisionPlus Provider Portal. To log into MedBen Access, go to **https://mbaccess.medben.com** and enter your User Name and Password. (If you need help setting up a user account, please refer to the "Self-Registration and General Usage Instructions" document.)

LIST CLAIM

This feature allows the user to view the current state of a claim form created for a VisionPlus patient. Click **"List Claim"** to check whether a claim is still editable, or if it has been completed and routed to MedBen or a lab or mailed.

START CLAIM

This feature allows the user to create a new claim form for a VisionPlus patient. Click **"Start a claim"** on the sidebar and follow these steps:

1) Locate a VisionPlus member's information by providing the Patient Identification Number for **the employee** (the primary plan member); the employee's first and last names; and the employee's date of birth **(a)**. Press "Submit".

2) The screen will display the employee name and group; confirm that this is the patient you requested by pressing "Select". The next screen will display employee and dependent eligibility information for exams, lenses and frames. Select the plan member for whom you are submitting a claim **(b)**.

	Name	COB	Relation	PID	Birth Date	Exam Eligible	Lens Eligible	Frame Eligible	Termination
Select	FRANKLIN M SMITH			XXXXXX4926	02-28-1970	YES	YES	YES	
Select	JENNIFER L SMITH	0	S	XXXXXX3805	04-20-1970	YES	YES	YES	

Please note: If a plan member is not presently eligible for any covered services, the "Select" button for that member will be inoperable. Should this occur, please bill the patient for payment.

ISO 9001 CERTIFIED

3) A claim number is generated for the selected patient. You can now edit the claim, or return to the main menu (if you choose to return, you can later select and open your claim by clicking "Edit Claim" on the sidebar).

4) If you chose to enter the edit mode, you should now see a vision claim form. Patient information and benefits will be provided at the top of the page **(c)**.

5) Complete the exam and materials fields as you would a standard claim form. While doing so, please keep in mind the following:

- In the exam area, only complete the **Fitting Fee** field if the patient is receiving contact lenses.

- VisionPlus covers only **one set of materials** (frames/lenses or contacts). Please enter information only for the materials for which you are requesting payment from VisionPlus, and bill the patient for any additional materials.

- Provide information only for materials that the patient is requesting.

- For frames, please provide both **retail and wholesale costs** (new frames only).

- For multi-focal lenses, please be sure to include **Add**.

- For extras, please specify **your retail cost**, not the VisionPlus retail amount.

6) If you are using a lab in conjunction with the claim, please review the "Available Labs for Online Submission" drop-down box to see if your lab is represented **(d)**. If so, select it – you will be able to route your claim to the lab electronically!

If your lab is not represented, please provide lab information in the appropriate fields. The claim will then need to be printed and mailed to the lab for completion.

7) At the bottom of the page, please select one of the following buttons **(e)**:

- "Save and Return" – Save the claim and return to the main menu.

- "Save and Print" – Save and create a PDF version of the claim for printing.

- "Route to Lab" – Electronically send the claim to the lab you selected from the "Available Labs for Online Submission" drop-down box.

- "Route to MedBen" – Save the claim form and electronically send the form to MedBen for processing.

- "Cancel Changes" – Resets claim form to last saved version.

If required information is missing from the claim form, or information is improperly inputted, an error message will appear at the bottom of the page. Please make requested corrections and reselect the appropriate button.

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EDIT A CLAIM

This feature allows the user to edit a claim form that has not yet been submitted to MedBen or routed to a lab. To enter edit mode, click **"Edit a claim"** on the sidebar. The screen will display all claims available for editing – simply press "Select" to choose the claim you wish to access.

ROUTE CLAIM TO A LAB

This feature allows the user to route a claim form to a lab that has been approved by VisionPlus to receive online submission. **PLEASE NOTE:** Once you have routed a claim, you will no longer be able to edit the form.

To route a claim, click **"Route claim to a lab"** on the sidebar. The screen will display all claims for which a lab has been designated from the "Available Labs for Online Submission" drop-down menu on the claim form. Press "Select" to choose the claim you wish to route. You will be asked to confirm your selection by pressing "Yes". If you press "Cancel" you will be returned to the previous claim list.

If a lab has not been designated from the menu or has been manually entered, the claim will not appear. In these cases:

- If you wish to designate a lab from the "Available Labs for Online Submission" drop-down menu, click on "Edit A Claim" and select the appropriate claim form. You can then choose the lab and press the "Route to Lab" button to electronically send the claim.

- If the lab has been manually entered, click on "View/Print A Claim" and select the appropriate claim form. A PDF version of the completed claim form will appear. Print the form and mail it to the lab.

SUBMIT A CLAIM TO MEDBEN

This feature allows the user to electronically send a completed claim to MedBen for processing. **PLEASE NOTE:** Once you have submitted a claim, you will no longer be able to edit the form.

To submit a claim, click **"Submit a claim to MedBen"** on the sidebar. The screen will display all claims that have been started but not yet submitted or routed. Press "Select" to choose the claim you wish to submit. You will be asked to confirm your selection by pressing "Yes". If you press "Cancel" you will be returned to the previous claim list.

Should your submitted claim contain any errors, a notice identifying the error(s) will appear and you will be given the option to edit the claim before submission.

VIEW/PRINT A CLAIM

This feature allows the user to view or print a claim form. To view/print a claim, click **"View/Print a claim"** on the sidebar. You can press a "Select" button to choose a recent claim or use the date range tools **(f)** to locate the claim you wish to view/print.

MARK CLAIM AS MAILED

If the user has printed a claim for submission or routing via regular mail rather than electronically, this feature allows the user to indicate that the

claim has been submitted. To mark a claim, click **"Mark claim as mailed"** on the sidebar and select the claim. **PLEASE NOTE:** Once you have marked a claim, you will no longer be able to edit the form.

REMOVE CLAIM FROM PROVIDER

This feature allows the user to discard a non-submitted claim. To mark a claim, click **"Mark claim as mailed"** on the sidebar and select the claim. Once the claim entry is removed from your list, the claim number will remain assigned to the patient, who can re-use the number for a future claim.

CLAIM ADJUSTMENT

This feature allows the user to inform VisionPlus of an adjustment to a submitted claim. To adjust a claim, click **"Claim adjustment"** on the sidebar and select the claim. Detail the adjustment in the "Adjustment Requested" box **(g)** and submit it. **PLEASE NOTE:** Adjusting a claim does not edit the form itself – it merely notifies VisionPlus of the adjustment.

CLAIM STATUS

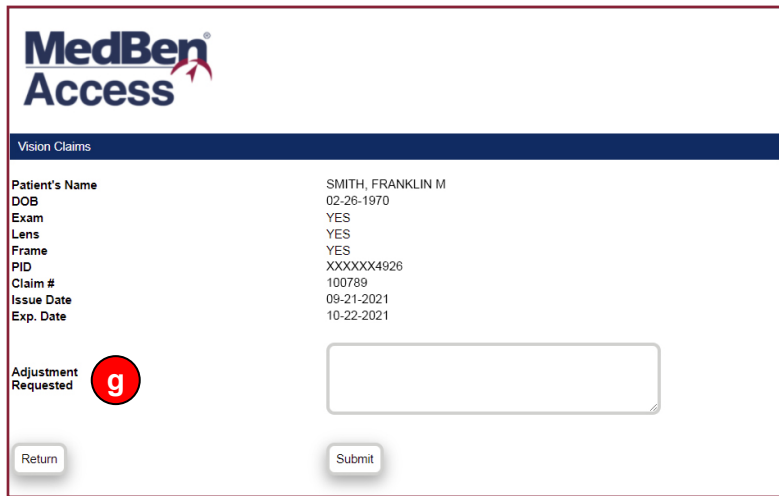This feature allows the user to check the status of a submitted claim. Click **"Claim status"** on the sidebar and select the claim, or use the date range tools to locate the claim you wish to check. (Note that this function differs from the "List Claims" option, which serves as a reminder to the user whether a claim has been submitted and to whom.)

HELP

This feature, found at the top of the user work area, is always available regardless of the page you are on at a given time. Click on "Help" to reveal links to MedBen's privacy policy, terms of use, and instructional documents for the VisionPlus Provider Portal.

QUESTIONS?

We designed **MedBen Access** to simplify claims submission, but should you need additional assistance, please contact MedBen Provider Affairs at **provideraffairs@medben.com** or **(800) 423-3151**.