VISIONPLUS PROVIDER PORTAL ON MEDBEN ACCESS
Self-Registration and General 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!

SELF-REGISTRATION

Doctors and office managers alike can create personal accounts to use MedBen Access features. All accounts are created separately and must be approved by the MedBen Provider Review Team.

To **self-register** on MedBen Access, follow these steps:

1) Go to **MedBen.com** select "MedBen Access" from the top menu.

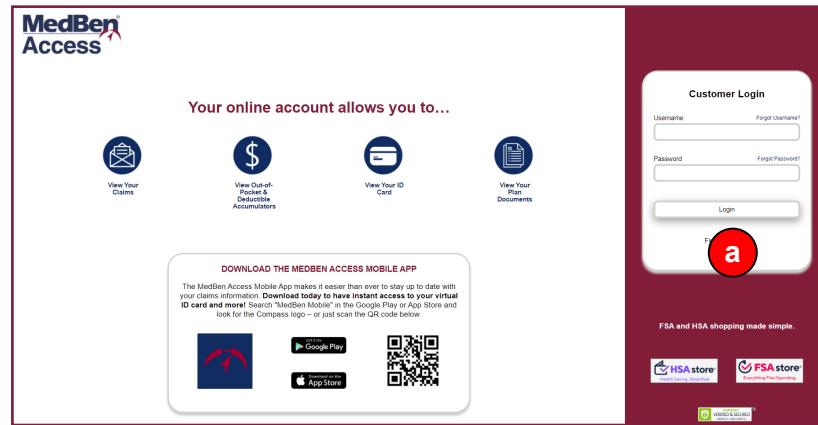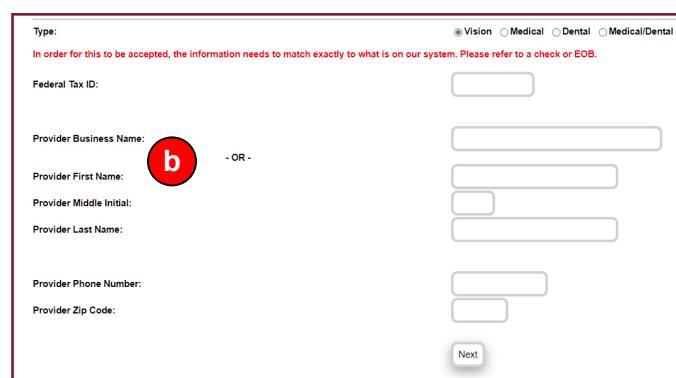2) On the MedBen Access home page, click the **"Register"** link located in the Login box (**a**).

3) You will be prompted to select whether you are a **Participant or Provider**. Select "Provider" and press the "Submit" button.

4) Read the **MedBen Access Privacy Policy** and press the "I AGREE" button.

5) On the next three pages, you will create your provider account. Please note that in order to sign up, **the information you enter needs to match EXACTLY to what is on our online system**. Should you need guidance, please refer to a MedBen check or EOB. If you have questions, please contact MedBen Provider Affairs at **provideraffairs@medben.com** or **(800) 423-3151**.

- On the **first** page, select "Vision" as your business type. Then **identify your business**, either by business name or provider name **(b)**. Your Federal Tax Identification Number is also required; if you have a question about this, please contact MedBen Provider Affairs.

   Once you have completed the required fields, press the "Next" button. If a required field is left empty or doesn't match the information on our online system, you will be prompted to enter the correct information.

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On the **second** page, you will create a **unique user name and password (C)**. Both are case sensitive, and your password must be at least 7 characters and contain letters or numbers only.

Once you have completed the required fields, press the "Next" button.
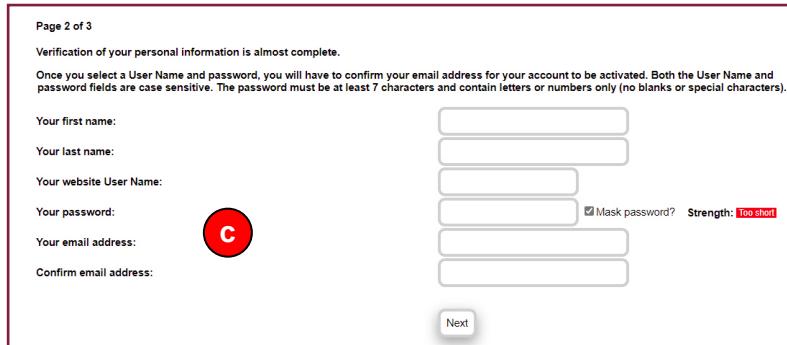
- On the **third** page, you will see a message informing you that an e-mail letter has been sent to you to confirm your e-mail address.

6) Check your mailbox for the e-mail letter, which includes a link to **confirm your e-mail address**. Please click on the link or copy and paste the web address into your browser.

USING MEDBEN ACCESS FEATURES

You're ready to use MedBen Access! To log in, go to **MedBen.com** select "MedBen Access" from the top menu, and enter your User Name and Password.

On your work screen, you'll find a "Vision Claims" drop-down box **(d)** offering a variety of functions:

List claims – View a list of in-progress and submitted claims.

Start a claim – Access a patient's benefit information by providing ID number, first and last name, and birth date. An electronic claim form and claim number will be instantly generated – and patient and benefits fields automatically completed. Simply fill in the necessary exam and/or materials information and save!

Edit a claim – Finish an incomplete form, or make changes to a non-submitted form.

Route claim to a lab – If materials are provided by a VisionPlus-member lab, you can electronically route your claim there. A list of network labs set up to receive electronic submissions will be available.

Submit a claim to MedBen – Once you've completed a claim form, you can submit it directly to MedBen. All claims started in the past 30 days can be found on this page. You can also see older claims simply by using the Issue Date Range feature.

View/Print a claim – View and/or print a submitted claim.

Mark claim as mailed – If you print and then send a claim by regular mail, use this page to indicate so.

Remove claim from provider – Discard a non-submitted claim.

Claim Adjustment – Make adjustments to a submitted claim.

Claim Status – Check the progress of a submitted claim.

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**.