

Vision Service Plan® Contract Lab Network Opt-Out Process

VSP Contract Lab Network Opt-Out Policies

Vision Service Plan (VSP) is providing VSP doctors (collectively referred to as “doctor”) the option to opt-out of the VSP Contract Lab Network in certain approved states.

If a doctor chooses to opt-out of the VSP Contract Lab Network the doctor acknowledges the following:

- The opt-out decision will not change the doctor's professional fees, patient fees, or materials chargeback amounts.
- The opt-out decision allows the doctor to request services from any laboratory.
- The opt-out decision allows the doctor to provide any lens and frame materials to VSP members.
- The doctor won't have access to select VSP contract labs as a choice in Eyefinity® eClaim drop-down menu.
- The doctor won't have access to the non-IDC lab procedure (also known as Lab 100) (Exception: Proprietary Lens and Frame procedure and PROTEC Safety claims).
- The doctor will be required to use either a VSPOne® location or the non-IDC lab procedure for *PROTEC Safety claims*.
- The doctor will be required to use the VSP Contract Lab Network or any subset thereof in accordance to existing plan specifications to process VSP Elements, Advantage Elements and Charity claims.
- The opt-out decision will apply to all doctors associated with the practice's Federal Tax ID Number (EIN).
- The practice associated with the Federal Tax ID Number (EIN) will receive a direct deposit lab payment from Plexus® Optix™ monthly, on the 11th of the following month.
- The opt-out decision will remain effective for a minimum of six (6) consecutive months from the opt-out effective date.
- The doctor may opt back in after the minimum six (6) month opt-out period has expired.
- The doctor will be required to submit, accept and complete all lab orders through Eyefinity eClaim and the Eyefinity Lab Portal.
- The doctor will be charged a transaction fee from Eyefinity for use of the Eyefinity Lab Portal.
- The VSP Contract Lab Network opt-out process will take up to Forty-Five (45) days to become effective for the doctor.

VSP Contract Lab Network Opt-Out Payments

The practice associated with the Federal Tax ID Number (EIN) will receive all lab payments. Lab payments are issued by Plexus Optix (further referred to as “Plexus”), a wholly owned subsidiary of VSP that administers the VSP Contract Lab services.

Plexus reimburses lab payments for services and materials once per month through direct deposit only. Payments are issued based on the orders completed through the Eyefinity Lab Portal. For this reason, it is imperative that orders be completed through the Lab Portal as soon as orders ship from the lab the doctor chooses. Payment will be denied on orders received over 180 days beyond the date of service.

Lab payment cycles cut-off on the 26th of each month. All orders completed through the 26th of each month, will be paid on the 11th of the following month. Orders completed after the cut-off date will be reimbursed in the following payment cycle. If the 11th of the month falls on a weekend or holiday, payments will be available when the doctor's financial institution releases the funds. Payments include all applicable sales and use taxes, which are detailed on the Sales Tax Summary report.

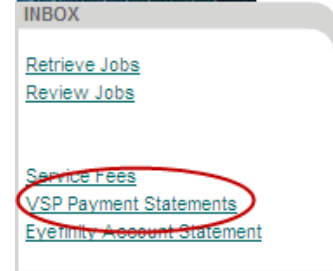
It is the doctor's responsibility to retrieve all pertinent financial documentation from the Eyefinity Optical Lab homepage, including the Remittance Advice, Tax Statements, Downloadable Payment File, Notice of Direct Deposit, Sales Tax Register, and Sales Tax Summary. The Notice of Direct Deposit and Remittance Advice are available through the Classic Eyefinity Lab Portal (Eyefinity.com) on the 11th of every month.

How to access Lab Payment Statements:

In the lower left corner of the Eyefinity Optical Lab homepage there is an Inbox, which contains a link to the VSP Payment Statements page.

The page will contain the following reports:

1. Remittance Advice
This is a monthly statement reporting paid claims.
2. Tax Statements
3. OMIR – Outstanding Materials Invoice Report.
This is a statement reporting outstanding or unpaid claims.
4. Downloadable Payment File
5. Notice of Direct Deposit
6. Twelve-month archive for Remittance Advice Statements and Tax Statements



VSP Contract Lab Network Opt-Out Lab Base Lens Fees

Single Vision	Price Bifocal	Trifocal
\$9.00	\$15.00	\$24.70

VSP Contract Lab Network Opt-Out Fee Schedule

Signature/Choice/Advantage®

The doctor will be paid the lens enhancement fees shown below for any items provided by the laboratory of choice, in addition to the appropriate base lens fee. Progressive lens enhancements are paid over a Bifocal base lens fee. It is important to note that the lens enhancement fee schedule may change from time to time to reflect changes in market pricing. All other items and services which are not contained on this list are included in the base lens fees. Please refer to the Lens Enhancement Explanations and the Product Index sections in the Online Laboratory Reference Manual for more detailed information.

Aspherical & Spherical		Code(s)	Single Vision	Multifocal
	Aspheric Plastic 1.50	AA	\$ 4.40	\$ 6.61
	Glass	AE	\$ 23.00	\$ 52.00
	High Index Glass 1.60-1.80	AF	\$ 20.55	\$ 52.11
	High Index Plastic 1.53-1.60/Trivex	AB	\$ 16.15	\$ 19.08
	High Index Plastic 1.66/1.67	AH	\$ 27.89	\$ 33.76
	High Index Plastic 1.70 & Above	AJ	\$ 41.10	\$ 43.18
	Polycarbonate	AD	\$ 0.00	\$ 0.00

Digital Aspheric		Code(s)	Single Vision	Multifocal
	Digital Aspheric Plastic	BA	\$ 10.28	\$ 15.41
+	Digital Aspheric High Index Plastic 1.53-1.60/Trivex	BB	\$ 7.34	\$ 8.81
+	Digital Aspheric High Index Plastic 1.66/1.67	BH	\$ 22.02	\$ 23.49
+	Digital Aspheric High Index Plastic 1.70 & Above	BJ	\$ 33.76	
+	Digital Aspheric Polycarbonate	BD	\$ 0.00	\$ 0.00

Occupational		Code(s)	Single Vision	Multifocal
	Occupational Glass	CE		\$ 52.11
	Occupational Plastic	CA		\$ 22.75

Polarized		Code(s)	Single Vision	Multifocal
	Polarized Plastic	DA	\$ 21.29	\$ 28.63
+	Polarized High Index Plastic 1.53-1.60/Trivex	DB	\$ 27.89	\$ 35.23
+	Polarized High Index Plastic 1.66/1.67	DH	\$ 33.03	\$ 47.71
+	Polarized High Index Plastic 1.70 & Above	DJ	\$ 46.44	
+	Polarized Polycarbonate	DD	\$ 0.00	\$ 0.00
	Polarized/Laminated Glass	DE	\$ 30.09	\$ 38.17

Bifocal		Code(s)	Single Vision	Multifocal
	Near Variable Focus - Plastic	IA		\$ 15.15
+	NVF High Index Plastic 1.53-1.60/Trivex	IB		\$ 4.40
+	NVF High Index Plastic 1.66/1.67	II		\$ 14.68
+	NVF High Index Plastic 1.70 & Above	IJ		\$ 17.02
+	NVF Polycarbonate	ID		\$ 0.00
	Blended Bifocal Plastic	GA		\$ 7.34

Plastic Dye		Code(s)	Single Vision	Multifocal
	Plastic Dyes Gradient	MP	\$ 3.67	\$ 3.67
	Plastic Dyes Solid (Except Pink I & II)	MN	\$ 2.20	\$ 2.20
	Plastic Dyes Solid (Pink I & II)	MM	\$ 2.20	\$ 2.20

Glass Tint/Color Coatings		Code(s)	Single Vision	Multifocal
	Glass Color Coatings Gradient	MT	\$ 14.68	\$ 14.68
	Glass Color Coatings Solid	MS	\$ 12.48	\$ 12.48
	Glass Tints (Except Pink I & II & Yellow)	MR	\$ 8.81	\$ 13.95
	Glass Tints (Pink I & II)	MQ	\$ 6.61	\$ 11.01

Photochromic		Code(s)	Single Vision	Multifocal
	Photochromics - Plastic	PR	\$ 21.63	\$ 21.63
	Photochromics Glass	PM	\$ 8.07	\$ 13.21

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Anti-Reflective Coating		Code(s)	Single Vision	Multifocal
Anti-Reflective Coating A		QM	\$ 2.99	\$ 2.99
Anti-Reflective Coating C				
Branded		QT	\$ 19.19	\$ 19.19
Lab Choice		QT	\$ 15.19	\$ 15.19
Anti-Reflective Coating D				
Branded		QV	\$ 28.17	\$ 28.17
Lab Choice		QV	\$ 23.17	\$ 23.17

Mirror Coating		Code(s)	Single Vision	Multifocal
Mirror Solid & Single Gradient		QP	\$ 14.68	\$ 14.68
Ski Type Coating		QR	\$ 17.62	\$ 17.62

Scratch Coating		Code(s)	Single Vision	Multifocal
Scratch Resistant Coating A		QQ	\$ 2.94	\$ 2.94
Scratch Resistant Coating B		QS	\$ 7.34	\$ 7.34

Oversize		Code(s)	Single Vision	Multifocal
Frames Stamped 61mm Eye Size Or Greater - Glass		RN	\$ 2.94	\$ 5.14
Frames Stamped 61mm Eye Size Or Greater - Plastic		RM	\$ 1.47	\$ 2.20

Miscellaneous		Code(s)	Single Vision	Multifocal
Edge Coating		SQ	\$ 9.54	\$ 9.54
Facetted Lenses (Includes Polishing)		SR	\$ 24.22	\$ 24.22
High Luster Edge Polish		SP	\$ 2.20	\$ 2.20
Light Filter		LF	\$ 1.56	\$ 1.56
Press-On Prism		SH	\$ 11.01	\$ 11.01
Rimless Drill		SW	\$ 9.48	\$ 9.48
Slab-Off		ST	\$ 24.96	\$ 24.96
Technical Add-On A		TA	\$ 2.65	\$ 9.42
UV Protection		SV	\$ 2.94	\$ 2.94
UV Protection - Backside		BV	\$ 2.77	\$ 2.77

Progressive	Code(s)	Progressive
Progressive N Plastic	NA	\$ 58.72
+ Progressive N High Index Plastic 1.53-1.60/Trivex	NB	\$ 13.95
+ Progressive N High Index Plastic 1.66/1.67	NH	\$ 28.63
+ Progressive N High Index Plastic 1.70 & Above	NJ	\$ 46.98
+ Progressive N Polarized	NP	\$ 30.09
+ Progressive N Polycarbonate	ND	\$ 0.00
Progressive O Plastic	OA	\$ 46.98
+ Progressive O High Index Plastic 1.53-1.60/Trivex	OB	\$ 13.95
+ Progressive O High Index Plastic 1.66/1.67	OH	\$ 28.63
+ Progressive O High Index Plastic 1.70 & Above	OJ	\$ 46.98
+ Progressive O Polarized	OP	\$ 30.09
+ Progressive O Polycarbonate	OD	\$ 0.00
Progressive F Plastic	FA	\$ 25.80
+ Progressive F High Index Plastic 1.53-1.60/Trivex	FB	\$ 13.95
+ Progressive F High Index Plastic 1.66/1.67	FH	\$ 28.63
+ Progressive F High Index Plastic 1.70 & Above	FJ	\$ 46.98
+ Progressive F Polarized	FP	\$ 30.09
+ Progressive F Polycarbonate	FD	\$ 0.00
Progressive F Glass/High Index Glass	FE	\$ 36.70
Progressive J Plastic	JA	\$ 27.16
+ Progressive J High Index Plastic 1.53-1.60/Trivex	JB	\$ 13.95
+ Progressive J High Index Plastic 1.66/1.67	JH	\$ 28.63
+ Progressive J High Index Plastic 1.70 & Above	JJ	\$ 46.98
+ Progressive J Polarized	JP	\$ 30.09
+ Progressive J Polycarbonate	JD	\$ 0.00
Progressive J Glass/High Index Glass	JE	\$ 33.76
Progressive K Plastic	KA	\$ 16.15
+ Progressive K High Index Plastic 1.53-1.60/Trivex	KB	\$ 13.95
+ Progressive K High Index Plastic 1.66/1.67	KH	\$ 28.63
+ Progressive K High Index Plastic 1.70 & Above	KJ	\$ 46.98
+ Progressive K Polarized	KP	\$ 30.09
+ Progressive K Polycarbonate	KD	\$ 0.00
Progressive K Glass/High Index Glass	KE	\$ 31.56

+ This lens enhancement is always in conjunction with a base lens enhancement [shaded] (e.g., BH is charged with BA)

IMPORTANT! When submitting a claim for a progressive lens product that is **not listed** in the drop-down, the doctor must choose 'Other Progressive lens (Doctor Choice)'. If the doctor chooses 'Other Progressive lens' (Doctor Choice), the claim will be reimbursed at the Progressive K level and the patient should be charged accordingly based on the Lens Enhancement Fee Schedule.

VSP Contract Lab Network Opt-Out Claim Submission and Lab Order Process

The doctor will be required to submit, accept and complete all lab orders through Modern Eyefinity eClaim and the Lab Portal. The doctor may choose from an extensive selection of lens products. If a desired progressive lens product isn't listed, the doctor must choose 'Other Progressive lens (Doctor Choice)'. If a product is listed, the doctor must choose the product from the list.

Important! If 'Other Progressive lens' (Doctor choice) is chosen, the claim will be reimbursed at the Progressive K level.

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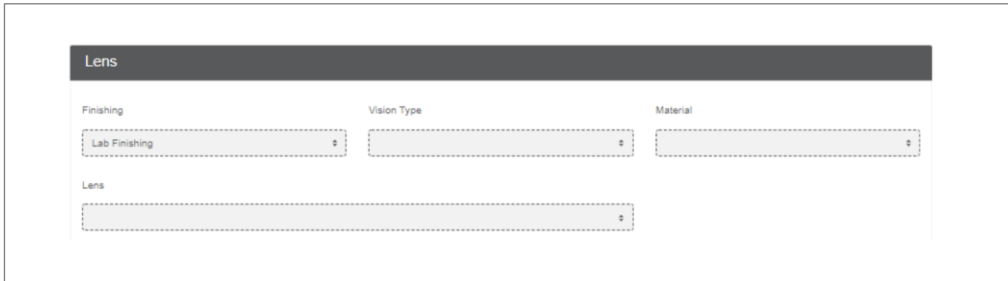
Similar to the lens products, the doctor may choose from a list of nationally branded Anti-Reflective (AR) Coatings through the eClaim interface. The doctor may also select the appropriate Lab Choice selection for any Lab Choice AR that has been validated and is listed in the Product Index. Valid Lab Choice AR coatings are noted with a “LC” next to the AR selection in the Product Index. If a desired AR product isn’t listed in the Product Index as available by Brand or through a Lab Choice selection, the doctor must choose ‘Other (AR Coating A)’. If a product is listed, the doctor must choose the product from the list.

Important! If ‘Other (AR Coating A)’ is chosen, the claim will be reimbursed at the AR A level.

Changes in submitting a claim through eyefinity.com (eClaim):

Step 1: How to submit an order through eyefinity.com (eClaim):

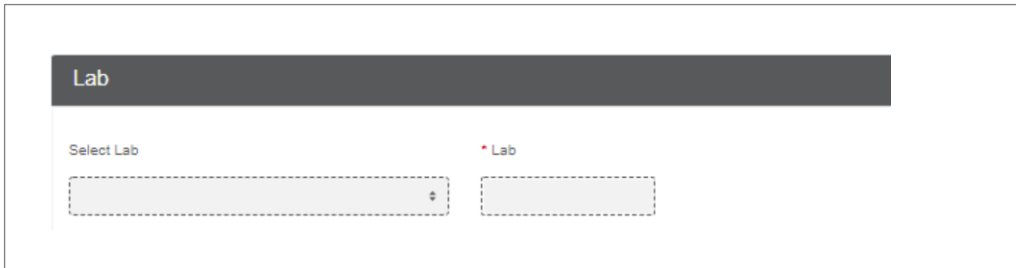
Choose from the drop-down the desired lens product. If a particular progressive lens product is not listed, select 'Other Progressive lens (Doctor Choice)'.



The screenshot shows a form titled "Lens" with a dark header. Below the header, there are three columns: "Finishing", "Vision Type", and "Material". Each column has a drop-down menu. The "Finishing" menu is currently set to "Lab Finishing". Below these columns is a "Lens" label followed by a single wide drop-down menu.

Step 2: How to select a lab through eClaim:

When selecting a lab, select the doctor's unique lab ID from the drop-down menu. The doctor's unique lab ID is provided to the practice once the opt-out process is complete.



The screenshot shows a form titled "Lab" with a dark header. Below the header, there are two fields. The first field is labeled "Select Lab" and has a drop-down menu. The second field is labeled "Lab" with a red asterisk and has a text input box.

Completing Orders through Labportal.eyefinity.com (Modern Lab Portal):

Labportal.eyefinity.com (Modern Lab Portal) is the online software that must be used to process all lab orders for the lab of the doctor's choice. In order to receive a lab payment from Plexus, the doctor must complete all orders through the Eyefinity Lab Portal. Eyefinity will charge a \$0.99 transaction fee per claim; the transaction fee is subject to change at any time. Eyefinity will e-mail a bill to the practice at the end of each month.

Step 1: How to login to Labportal.eyefinity.com (Modern Lab Portal)

- Go to **labportal.eyefinity.com**.
- Access the Contract Laboratory page by selecting **Optical Labs** in the drop-down.
- Log-on by typing the VSP assigned:
Access ID*: _____
Password*: _____
*Provider Relations will provide the doctor with an Access ID and Password
- Click the **Submit** button



Step 2: How to accept an order through the Lab Portal:

Modern Lab Portal Overview

After logging in the Lab Portal Home page will display with three navigation options.

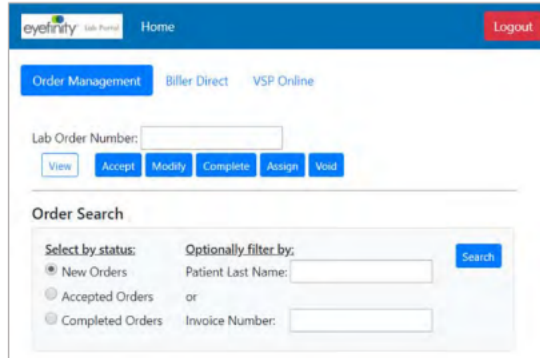
- **Order Management** is used for all order processing.
 - This area was previously known as "eJobs."
- **Biller Direct** accesses the lab's billing statement to view any charges for Eyefinity Services.
 - This area was previously known as "Account Statement."
- **VSP Online** is the online hub for VSP Contract Labs to access the Reference Manual, Product Index, forms library, direct deposit forms, etc.



Order Management Overview

Click **Order Management** on any page of the Eyefinity.com Lab Portal. This page can be used for single order processing, or to view all orders of a given status.

- **View** displays order details and provides printing options.
- **Accept** moves an order from "New" to "Accepted" status.
 - Orders cannot be processed until they are accepted.
- **Modify** adjusts the Rx information, materials, or other order details.
 - Not all orders can be modified.
 - See the Modifying Orders section for details.
- **Complete** marks lab work as finished for any selected orders
 - Insurance orders are automatically forwarded to VSP for payment processing after completion.
 - If orders are not completed neither the lab nor the provider's office will be paid.
- **Assign** is used to associate a lab invoice number with an order number.
- **Void** removes the order from the lab and sends it back to the provider's office for editing.
 - This does not delete the order entirely.
 - This does not complete the order.
 - There may be a 1-2 hour delay before the provider's office regains access to the order.



Retrieving New Orders

Before any order can be worked on Eyefinity.com it must first be accepted.

To accept new orders:

1. Select **Order Management** from the **Home** page.
2. Select **New Orders** and **Search**.

Order Search

Select by status: **New Orders** Accepted Orders Completed Orders

Optionally filter by: Patient Last Name: Invoice Number:

Search

3. The **New Orders** view will expand, displaying orders that have not been accepted.

Results for New Orders

Accept Selected Orders 621 to 632 of 632

Order Number	Invoice Number	Patient Name	Benefit	Lens Material	Frame	Doctor	Submit Date
12400767		TESTXXX TESTXXX	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	ROBOT TEST, EYEFINITY	2020-03-17
12599555		TESTXXX TESTXXX	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	ROBOT TEST, EYEFINITY	2020-03-17

4. Click on an order number to view reports and services for that job.
5. To select orders, use the check boxes in the far-left column to either:
 - a. Mark individual orders to be accepted.
 - OR -
 - b. Check the topmost check box. This selects all orders on the page
6. Click **Accept Selected Order(s)**. Orders cannot be processed until this step is complete.
7. A banner will display listing any successful or unsuccessful orders status changes.

Reviewing Accepted Orders

The **Accepted Lab Orders** view displays jobs that have been accepted but not completed.

1. Select **Order Management** from the **Home** page
2. Select **Accepted Orders** and **Search**

Order Search

Select by status: New Orders **Accepted Orders** Completed Orders

Optionally filter by: Patient Last Name: or Invoice Number:

3. The **Accepted Orders** view will expand.

Results for Accepted Orders

Complete Selected Orders << < 1021 to 1023 of 1023 > >>

Order Number	Invoice Number	Patient Name	Benefit	Lens Material	Frame	Doctor	Submit Date
12519207		TRACERDOK, EYEFIXOK	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	TEST, TEST	2020-01-09
12519206		TESTDOK, TESTIXOK	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	ROBOT TEST, EYEFINITY	2020-01-09

4. Click on an order number to view reports and services for that job
5. See the next section for instructions to mark orders "Complete."

Step 3: How to complete an order through Modern Lab Portal:

- In order to receive a lab payment, following the confirmation that the order is complete and ready to ship, the doctor must complete all orders through Eyefinity Lab Portal. When an order is completed, it will longer be viewable through the Eyefinity Lab Portal.

Completing Orders

There are a few key VSP requirements to be aware of when completing orders:

- Orders must be completed and shipped to the providers office before being marked as "Complete" on the Eyefinity Lab Portal.
- Orders must be marked "Complete" on the same day they are finished and shipped to the provider's office.
- Labs and doctors receive payment from VSP only once an order has been completed. Therefore it is imperative that orders are marked "Complete" in a timely fashion.
 - Note - Private pay orders (indicated with a "Z" in the order number) are not forwarded to VSP for payment processing.

Completing Individual Orders

From the **Orders Management** page:

1. Key in the order number.
2. **View** the order to review reports and if an invoice has been assigned.
3. **Assign** an invoice number (if needed)
4. Click **Complete**.

Completing Multiple Orders

From the **Accepted Orders** view:

Order Number	Invoice Number	Patient Name	Benefit	Lens Material	Frame	Doctor	Submit Date
12519207		TRACERXXX EYEFXXX	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	TEST TEST	2020-01-09
12519208		TESTXXX TESTXXX	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	ROBOT TEST EYEFINITY	2020-01-09

1. Navigate to the page of orders to process using the arrow icons.
 - a. **Single Arrow** - back or forward one page.
 - b. **Double Arrow** - first or last page of orders.
2. Use the check boxes in the far-left column to either:
 - a. Mark individual orders for completion.
 - b. Check the topmost box. This selects all orders on the page.
3. Click **Complete Selected Orders**.

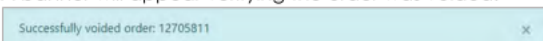
Voiding Orders

Voiding an order removes it from the lab's accepted jobs and unlocks the originating office's ability to edit the last saved version of the order and its associated claim.

- Voiding is preferable to modifying, since it allows the office to verify all insurance billing is accurate. Labs cannot view or modify CMS-1500 data.
- There may be a 1-2 hour delay before the provider's office regains access to the order.

Voiding VSP or Private Pay Orders

1. Key in an order number in **Order Management** or click on an order in **Accepted Orders**.
 - VSP insurance order numbers are purely numeric.
 - Private pay order numbers start with the letter **Z**.
2. Select **Void** to open the confirmation pop-up. Click **Void** to verify and continue.
 - a. If needed, this pop up can be used to add or edit invoice numbers.
3. A banner will appear verifying the order was voided.





Questions

For questions regarding the Contract Lab Network Opt-Out Process, contact VSP at **800.742.6907**, select option 3.

For questions regarding Eyefinity, contact Eyefinity Customer Service at **877.448.0707**.

Opt-Out Agreement and Direct Deposit Authorization Form

To continue with the opt-out process, please submit the online Opt-Out Authorization Agreement / Direct Deposit agreement by visiting **www.vsp.com/lab-opt-out-form**.