

Blue Vision Provider Summary Guide

	Commercial, Medicare Supplement, and Medicare Advantage
Provider portal: <ul style="list-style-type: none"> • Patient eligibility • Submit electronic claims • Communications and updates • Claim and payment status • Education, support, and guidelines • Provider Reference Manual 	www.eyefinity.com
How to submit claims	<p>Electronic claims</p> <p>www.eyefinity.com</p> <p>Utilize the 9-digit BCBS ID number to get authorizations and submit claims.</p> <p>Mail paper claims</p> <p>Vision Service Plan, Attention: Claim Services, PO Box 385020, Birmingham, AL, 35238-5020</p> <p>Fax claims</p> <p>Claims via fax are no longer accepted. Please be sure to electronically submit or mail-in claims.</p> <p>Some members may be under expanded IDs. Contact Provider Customer Service for assistance.</p>
To submit claim appeal	<p>www.eyefinity.com</p> <p>Provider Dispute Resolution form is available and should be submitted online.</p> <p>Mail to</p> <p>If you prefer to submit a hardcopy, then the form should be mailed to: Vision Service Plan, ATTN: Claim Appeals, PO Box 2350, Rancho Cordova, CA 95741</p>
To return or send a check <ul style="list-style-type: none"> • Provide check number • Issue or explanation of payment date • A brief explanation of why check is being sent or returned 	<p>providernetworkdevelopment@vsp.com</p>
Credentialing/Network enrollment and changes	<p>Credentialing</p> <p>www.vspproviderhub.com/working-with-vsp/be-a-vsp-doctor</p> <p>Complete the online application to get credentialed on the Blue Vision Network, powered by VSP®. Providers can check credentialing status by contacting credentialing@vsp.com.</p> <p>Practice and network changes</p> <p>Practice and network updates should be emailed to: providernetworkdevelopment@vsp.com.</p>
Interactive Voice Response and Provider Customer Service <ul style="list-style-type: none"> • Claim and payment status • Patient eligibility and benefits 	<p>800-615-1883</p> <p>Monday - Friday 8 a.m. - 9 p.m. EST Saturday and Sunday 10 a.m. - 8 p.m. EST</p> <p>Automated information is available 24/7</p>
Post submission claims calls	<p>844-344-3591</p> <p>Monday - Friday 8 a.m. - 9 p.m. EST Saturday and Sunday 10 a.m. - 8 p.m. EST</p>