



PROVIDER FAQs

Question	Answer
Why did you change the provider portal?	<ul style="list-style-type: none"> • We are committed to “Superior Technology.” We heard from provider partners such as you that there were enhancements we could add that would to assist you in running your practice. We have upgraded the portal based on that valuable feedback. • The enhanced portal also provides a centralized website for all member information if you are part of both our Health Plan business and Commercial Group businesses.
Can I use my current login information on the enhanced provider portal?	<ul style="list-style-type: none"> • Yes, your current login can be used for a short period of time. After which, you will be required to register and create an account to have continued access to the secure provider portal. • We strongly encourage you to register as soon as possible to maximize your online experience.
Why do I need to register?	<ul style="list-style-type: none"> • You create an account for your practice when you register. This account allows us to provide an added level of security to your information and to your patients’ information.
How do I register?	<ul style="list-style-type: none"> • You can register and create your account at SuperiorVision.com/Provider. • Click on the Login button and when prompted, select “Register Now”. Provide information as requested—all information is required. <ul style="list-style-type: none"> ○ Create a UserID and password as requested. ○ Provide a valid email address and Tax ID as requested. ○ The NPI or TAX ID button will be selected based upon your entry. • Select Register after completing the requested information. • You will then see a confirmation message indicating an email has been sent to you with instructions on how to activate your account and complete your registration. • This email will contain a link that you must follow or copy into a web browser to confirm your email and activate your account. • Once you click on the link provided in the email, it will take you to the provider Login page, where you will see a message indicating your account activation was successful. • When you see this message, you can proceed to login with your new username and password for full access to the Superior Vision provider portal.

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<p>Do you have any training materials on how to use the enhanced portal?</p>	<ul style="list-style-type: none"> • Yes, we have two brief videos as well as FAQs that will help you understand the enhanced features. The videos include: <ul style="list-style-type: none"> ○ How to Register ○ Eligibility Verification and Claim Submission • You can find a link to the information after you have logged into the current website, SuperiorVision.com. 		
<p>What can I do now that I couldn't do before?</p>	<ul style="list-style-type: none"> • The enhanced portal can be used on tablets or smart phones. It has a responsive design that scales to fit any screen size so you can use it anywhere at any time—from your computer, your table or your smart phone. • It provides easier navigation and expanded autofill capabilities to save you time. • The enhanced portal provides you with an enhanced member eligibility screen with benefit information. The new layout is clearer and you can now: <ul style="list-style-type: none"> ○ View the remaining contact lens allowance ○ See if the member is eligible for service as well as his/her last date of service and the next available date of service ○ See all co-pays associated with the member's plan ○ Eligibility information will be available only if you are a participating provider in the member's network 		
<p>Can I continue to submit paper claims?</p>	<ul style="list-style-type: none"> • Yes, you can, but we strongly encourage you to use the enhanced provider portal for online claims submission. • If you do submit a paper claim form, you should continue to use the addresses you have been using for the appropriate line of business: <table border="0" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>Commercial Group Business</u> Superior Vision P.O. Box 967 Rancho Cordova, CA 95741 </td> <td style="width: 50%; vertical-align: top;"> <u>Health Plan Business</u> Superior Vision 939 Elkridge Landing Rd, Suite 200 Linthicum, MD 21090 </td> </tr> </table> 	<u>Commercial Group Business</u> Superior Vision P.O. Box 967 Rancho Cordova, CA 95741	<u>Health Plan Business</u> Superior Vision 939 Elkridge Landing Rd, Suite 200 Linthicum, MD 21090
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<p>What web browsers will be compatible with the updated website?</p>	<ul style="list-style-type: none"> • SuperiorVision.com supports most web browsers, including Chrome, Firefox, Safari and Internet Explorer. • Internet Explorer 8 (IE8), however, will no longer be supported as Microsoft has discontinued supporting that version. We encourage you to update your browser if necessary. 		