



# SUPERIOR VISION

See yourself healthy.

**Subject:** Important information about new online enhancements as of early July 2016

Dear Doctor,

Superior Vision is excited to announce we are about to launch an upgrade to our provider portal that will include enriched provider tools, easy-to-use web access and a new look and feel. The improved provider portal will streamline the way you work with Superior Vision every day.

The portal will be on SuperiorVision.com and will launch in early July 2016. It will serve as a central location with a single sign-on for all Superior Vision provider tools—for both Health Plan business and Commercial Group business. **For providers who currently use BlockVisionOnline.com—that site will be retired and you will use the new portal at SuperiorVision.com beginning in early July 2016.**

## Enhancements You'll See

The new portal provides a range of features, such as:

- Superior usability on tablets and phones with a responsive design that fits the image to any device screen
- Easier navigation and expanded autofill capabilities
- Improved member look up tool—Eligibility information will be available if you are a participating provider in the member's network
- Enriched eligibility screen including:
  - The name of the provider network the member is participating in
  - Itemized at-a-glance "Yes/No" availability of benefits (e.g. exam, frame, lenses, contacts)
  - Next date of availability, itemized by specific benefit
- Greater access to provider education materials and reference documents

**Health Plan Business Only—(e.g. Medicare Advantage, Medicaid, CHIP, Health Insurance Exchange)**—With the new provider portal, it will no longer be necessary to submit the eligibility verification and location number on claims, however, we **strongly encourage** you to check member eligibility on the portal so you have current eligibility status before rendering services. Superior Vision will verify member eligibility at the time of claim adjudication.

**Commercial Group Business Only**—Eligibility verification on the new portal will include the ability to view the remaining balance on the contact lens allowance—it will no longer be necessary to call Customer Service to receive a contact lens eligibility verification.

## What to Do Until the New Portal Launches

If you currently use BlockVisionOnline.com to check eligibility, submit claims, etc. for Superior Vision's Health Plan members, continue using it until it is retired in early July 2016, and then start using SuperiorVision.com. Once the new portal launches, BlockVisionOnline.com will redirect automatically to SuperiorVision.com.

If you currently use SuperiorVision.com to check eligibility, submit claims, etc. for Commercial Group members, continue to use it as you normally do.

## How to Access the New Portal

After the new portal launches in early July 2016, the login you use today—on either BlockVisionOnline.com or SuperiorVision.com—will be accepted through October 31, 2016. After October 31, 2016, **you will need to be registered** on SuperiorVision.com to be able to login. You can register at any time once the new portal is available in early July 2016. **We strongly encourage you to register as soon as registration is available in order to maximize your experience.**

## A Few Important Points

If you use a shortcut or bookmark to access the current provider portal on BlockVisionOnline.com or SuperiorVision.com, **you will need to resave the link to the new portal**, as the portal (new provider login page) will have a new web address.

SuperiorVision.com will continue to support most web browsers (e.g. Chrome, Firefox, Safari, and Internet Explorer). However, Internet Explorer 8 (IE8) will no longer be supported and you are encouraged to update your browser, if necessary.

The update to the provider portal does not change Superior Vision's claims payment procedures or the Health Plan and/or Group networks that you participate in. We encourage you to continue to submit claims online. However, should you choose to submit paper claims, please continue to submit Health Plan claims to the Linthicum address below and Group claims to the Rancho Cordova address below.

### Paper Claim Submission Addresses

Commercial Group Business	Health Plan Business
Superior Vision P.O. Box 967 Rancho Cordova, CA 95741	Superior Vision 939 Elkridge Landing Road Suite 200 Linthicum, MD 21090

We value our relationship with you and are excited about the updated provider portal and the opportunity to enhance the Superior service we deliver to you. More information will be posted on BlockVisionOnline.com and SuperiorVision.com in the near future, including webinars on eligibility verification, FAQs, a website Getting Started sheet and a Provider Reference sheet.

Yours in Superior Service,



Josh Silverman  
Vice President of Network and Corporate Development