

NVA MEMBER WEB PORTAL



®



Vision Benefits. **Smarter.**®

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www.e-nva.com

Welcome to the NVA Member Portal...

Let's get started!

Start by pulling up the NVA website at www.e-nva.com to securely register and view specific benefit information.

Already registered? Just enter your username and password to jump right into the Member Portal and begin viewing your benefits.


[Skip to main content](#)

To login or to begin
registering your NVA
account, click on
“[Login/Register](#)”.




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Register or Login

Login by entering your username and password, then click "[Login](#)".

or

Begin registering your account by clicking on "[Subscribers](#)".

Login

Username and password are case-sensitive.

[Reset](#)[Login](#)

[Forgot Username](#) or [Password](#)?

New User Registration

Registering is easy!

[Subscribers](#)[Providers](#)

If you are a client, please reach out to your Account Manager for website registration information.

Welcome Subscribers...



[SUBSCRIBERS](#) [PLAN SPONSORS](#) [HEALTH PLANS](#) [BENEFIT ADVISORS](#) [PROVIDERS](#) [LASIK](#)



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Welcome Subscribers

Registration is easy! After you create an account you have access to:

- View your benefit information
- Check your claim status
- Find an eye doctor in your network
- Save money by using the NVA Smart Buyer® and more!

You must be an NVA cardholder to register.

Ready to view benefit information, check claim status, find a network eye doctor, and find money saving NVA Smart Buyer® tips?

Scroll down the page to begin the 4-step registration.



Step 1: Subscribers Registration

Fill in all requested fields, including Cardmember #, Last Name, First Initial, DOB, Zip Code, Email (and email confirmation).

Then click on **"Submit"**.

Subscribers Registration

All fields are required to be completed by the main cardholder.

Cardmember #: (or may be your Social Security #)

Last Name:

First Initial:

Date of Birth:

Zipcode:

Your Email:

Confirm Email:

Reset

Submit

1

Complete & Submit Registration Page

2

Click on "Continue Registration" in Email From NVA

3

Confirm All Information is Correct

4

Create Username and Password to Complete Registration

Step 2: Subscribers Registration

After clicking “Submit” on the Registration Page, an e-mail will be sent to your registered e-mail address. Check your inbox and follow the instructions to continue your registration.

Subscribers Registration - Confirmation Email

A continue registration e-mail has been sent to jdoe@memphis.com. Please click on the link provided within the e-mail to continue the registration process on NVA's website. Once you've returned to the website you will need to verify your information is correct and create a username and password to activate your account.

You must complete the registration process within 14 days, otherwise the link within the e-mail will expire and you will need to start the process again.

I did not receive a continue registration e-mail and would like it resent to me.

Resend Confirmation

1

Complete & Submit Registration Page

2

Click on "Continue Registration" in Email From NVA

3

Confirm All Information is Correct

4

Create Username and Password to Complete Registration

Step 2: Subscribers Registration Email

Registration at www.e-nva.com



www@e-nva.com
To J Doe

Reply Reply All Forward ...

Tue 6/23/2020 11:34 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

Action Items

+ Get more add-ins

Look for an email...
From: www@e-nva.com
Subject: Registration at
www.e-nva.com



National Vision Administrators, L.L.C.

Subscriber Registration Confirmation

Dear User,

Please click on the "Continue Registration" Link provided within the e-mail below to continue the registration process on NVA's website. Once you've returned to the website you will need to verify your information is correct and create a username and password to activate your account.

You must complete the registration process within 14 days, otherwise the link within the e-mail will expire and you will need to start the process again.

Click the "**Continue Registration**" link provided in your email to continue to **Step 3** of the registration process (where you will confirm your information).



[Continue Registration](#)

National Vision Administrators (NVA)

Step 3: Subscribers Registration

The “**Continue Registration**” link from your email will bring you to the following page on the NVA website.

Once you have verified your information is correct, click on the “**Confirm**” button to continue to the last step of the registration process (where you will create your username and password).

Subscribers Registration – Confirm Personal Information

Welcome back! To continue the registration process, please confirm your personal information listed below is correct.

Personal Information

Name	JOHN DOE
Subscriber ID	XXXXXX969
Street Address	321 CAPE KENNEDY
City	Memphis
State	TN
Zip Code	38111
E-mail	jdoe@memphis.com

Select the confirm button to verify the information listed above is correct and to continue the registration process.

If the information is not correct, please call Customer Service at 888-672-7723.

Select the  button to terminate the registration process.

Cancel

Confirm

1

Complete & Submit Registration Page

2

Click on "Continue Registration" in Email From NVA

3

Confirm All Information is Correct

4

Create Username and Password to Complete Registration

Subscriber Registration – Final Step

Create your NVA Member Web Portal username and password according to the specified criteria.

Select a Password Reminder question and answer as added security in case you need to reset your password.

Click “Submit” to finalize your registration.

Subscribers Registration – Create Username and Password

All fields are required.

If you are unable to complete the registration process, please contact Customer Service at 800-672-7723.

Username:

Password: (Must contain at least eight (8) characters and contain at least one (1) numeric character.)

Confirm Password:

Please select a Password Reminder from the drop down menu and enter an answer. This information will be used to reset your password should you forget it.

Password Reminder:

What is your mother's maid ▼

Answer:

Reset

Submit

1

Complete & Submit Registration Page

2

Click on "Continue Registration" in Email From NVA

3

Confirm All Information is Correct

4

Create Username and Password to Complete Registration

Subscriber Home

You are now registered!

You will be automatically directed to your Subscriber Home page (shown at right).

From here, you can begin exploring the NVA Member Portal's capabilities via the blue navigation toolbar or via the links located within the text of the subscriber home screen.

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NVA Smart Buyer® Guides

NVA Smart Buyer Overview

Eyeglass Lenses

Eyeglass Frames

Contact Lenses

How to Read Your Prescription

Subscriber Home

Welcome Eyecodem001. Your last login was on 10/04/2022.

Let's explore!
To start, click on the
"View Eligibility" option
in the blue toolbar.

Important COVID-19 Message ... States are now permitting the resumption of routine services such as eye exams and contact lens fittings. It is recommended to reach out to your care provider before visiting the office to ensure you know what safety and sanitation they have in place, in addition to confirm hours and/or other changes. If you are having an eye emergency seek care at the nearest emergency room, if you are unable to reach your provider.

NVA Smart Buyer® Guides

In addition to viewing your eligibility and vision plan coverage, printing ID cards (if available through your plan), viewing your vision plan coverage, and saving on LASIK surgery, NVA now offers a program that will help you become an educated consumer of vision care services and eyewear. The NVA Smart Buyer® will help you realize its full potential while keeping your out-of-pocket expenses to a minimum.


Read more below:


NVA Smart Buyer Overview

View Eligibility for Cardmember or Dependent

Clicking on the “[View Eligibility](#)” link in the navigation toolbar will bring you to the Select Dependent page (shown below). This page will show the cardmember and all applicable dependents enrolled in your NVA vision benefit.

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[Subscriber Home](#) > [Select Dependent](#) [Logout](#)

Select Dependent

 Select a dependent to view his/her Eligibility Details.

Name	Date Of Birth	Status
John Doe	07/16/1969	Active
Martha Doe	11/14/1970	Active
John Jr. Doe	10/05/2004	Active

Select the cardmember or, if applicable, the dependent for whom you would like to view eligibility/coverage details.

Eligibility Details





You will now see the selected individual's Eligibility Details where you can review subscriber info and coverage details under the vision benefit.

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- Eyeglass Lens Type
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- Coatings, Treatments and Edges
- Additional Options and Enhancements
- How to Read Your Prescription
- Lens Care Do's and Don'ts

[Subscriber Home](#) > [Select Dependent](#) > Eligibility Details
[Logout](#)
Eligibility Details
Subscriber Details
Name: John Doe Date of Birth : 07/16/1969 Dependent Type : Adult
Group Name: ABC CLIENT
Group Number: 1234AN
Benefit Period Type: Service date to service date
Additional Info : Benefits end the month the child reaches 19 years of age.
Benefits end the month the student reaches 23 years of age.
Plan Coverage Info : Benefit is for glasses or contacts, but not both within the same benefit period.
Only one lens type will be covered at the amount listed. The available options may vary based upon the lens type selected.

Click on the "+" box before each heading to view coverage details within the selected category.

Description	Benefits	Co-Pay	Frequency (In Months)	Eligible Date
 Examination				
EXAMINATION	100%	\$10.00	12	Elig Now
 Frames	The Frame Allowance Is Based On Retail Pricing.			
 Lens (Per Pair)				
 Contact Lens				

Important Notice
Please check the Plan brochure for complete information regarding your Plan details.

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Print Your Own ID Card

Clicking on the “[Print ID Cards](#)” link in the navigation toolbar will allow you print your ID card from your local computer at your convenience.

Next, we will click on the “[Print ID Cards](#)” option in the blue toolbar which will bring you to the screen shown at right.

The screenshot shows the NVA Vision Benefits Smarter website. The header features the NVA logo and the tagline "Vision Benefits. Smarter. SM". Below the header is a blue navigation toolbar with the following links: Logout, Subscriber Home, View Eligibility, Print ID Cards, Find Eyecare Professional, Nominate Eyecare Professional, Subscriber Materials, Helpful Info, Frequently Asked Questions, and Vision Wellness. The main content area displays the breadcrumb "Subscriber Home > Print ID Card" and the title "Print ID Card". An information icon indicates that background images must be enabled in the browser. Subscriber details are listed: Subscriber Name: John Doe, Subscriber ID: 007161969, Group Description: ABC CLIENT, Sponsor: 1234001, and Coverage Type: Single. A "Print ID Card" button is located at the bottom right of the page.

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Logout

- > Subscriber Home
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- > **Print ID Cards**
- > Find Eyecare Professional
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- > Subscriber Materials

Helpful Info

- > Frequently Asked Questions
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Subscriber Home > Print ID Card

Print ID Card

i To print ID cards, please enable Printing of background images on your browser.

Subscriber Name: John Doe
Subscriber ID: 007161969
Group Description: ABC CLIENT
Sponsor: 1234001
Coverage Type: Single

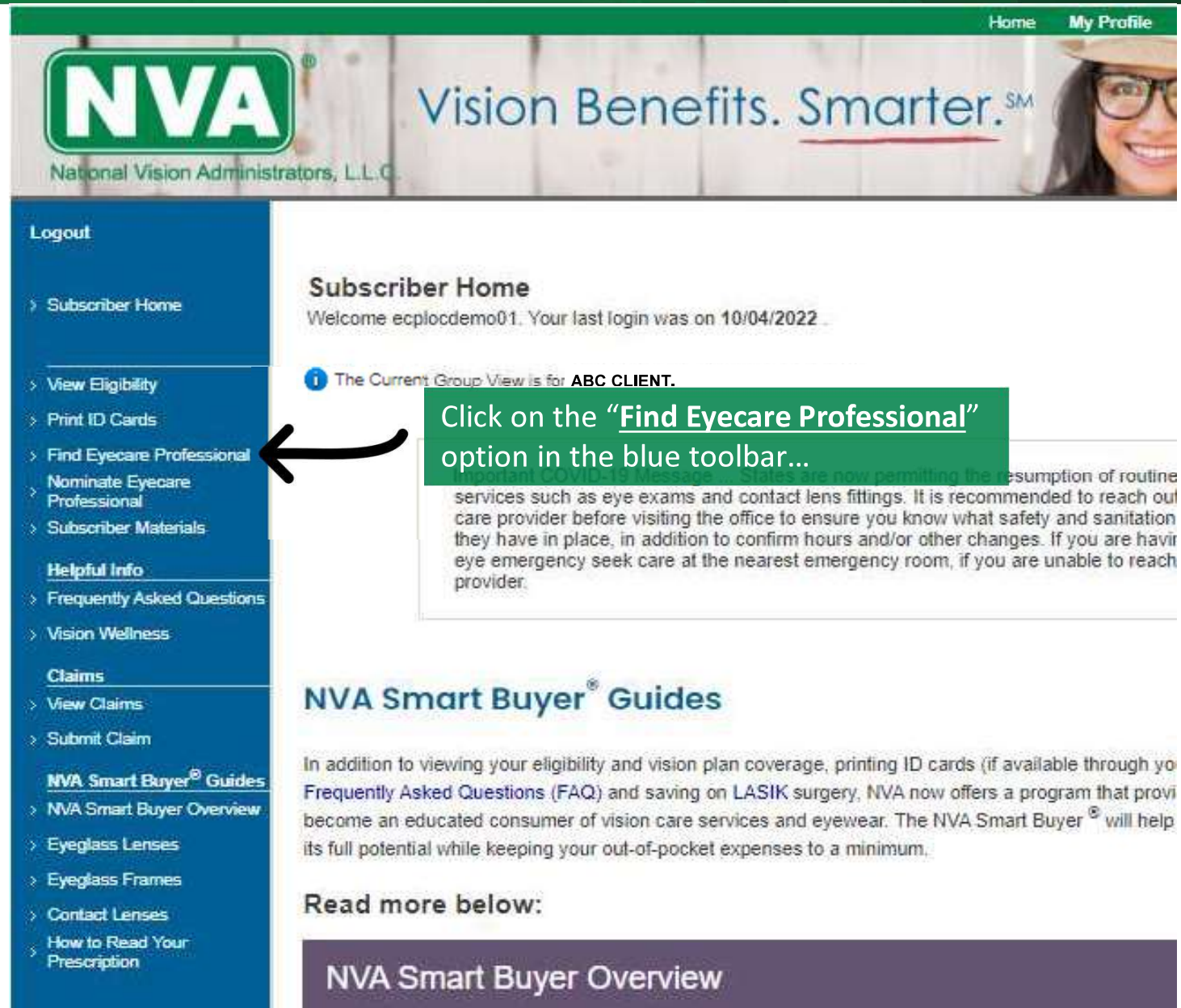
Print ID Card

Click on the “[Print ID Card](#)” button to preview and print your card.

Find an Eyecare Professional (ECP)

You can begin your search for an eyecare professional by clicking on “[Find Eyecare Professional](#)” in the navigation toolbar.

You will then be directed to our Eyecare Provider search page (shown in the next slide).



The screenshot shows the NVA website interface. At the top, there is a green header with the NVA logo and the tagline "Vision Benefits. Smarter. SM". Below the header, there is a navigation toolbar on the left side with a blue background. The toolbar contains the following links: Logout, Subscriber Home, View Eligibility, Print ID Cards, Find Eyecare Professional, Nominate Eyecare Professional, Subscriber Materials, Helpful Info, Frequently Asked Questions, Vision Wellness, Claims, View Claims, Submit Claim, NVA Smart Buyer® Guides, NVA Smart Buyer Overview, Eyeglass Lenses, Eyeglass Frames, Contact Lenses, and How to Read Your Prescription. A black arrow points to the "Find Eyecare Professional" link. To the right of the toolbar, the main content area displays the "Subscriber Home" page. It includes a welcome message for "ecplodemo01" and a notification that the current group view is for "ABC CLIENT". Below this, there is a green callout box with the text: "Click on the 'Find Eyecare Professional' option in the blue toolbar...". The callout box also contains a COVID-19 message: "Important COVID-19 Message: States are now permitting the resumption of routine services such as eye exams and contact lens fittings. It is recommended to reach out to your care provider before visiting the office to ensure you know what safety and sanitation they have in place, in addition to confirm hours and/or other changes. If you are having an eye emergency seek care at the nearest emergency room, if you are unable to reach your provider." Below the callout box, there is a section titled "NVA Smart Buyer® Guides" with a brief description of the program. At the bottom, there is a purple button labeled "NVA Smart Buyer Overview".

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- How to Read Your Prescription

Subscriber Home
Welcome ecplodemo01. Your last login was on 10/04/2022

The Current Group View is for **ABC CLIENT.**

Click on the “[Find Eyecare Professional](#)” option in the blue toolbar...

Important COVID-19 Message: States are now permitting the resumption of routine services such as eye exams and contact lens fittings. It is recommended to reach out to your care provider before visiting the office to ensure you know what safety and sanitation they have in place, in addition to confirm hours and/or other changes. If you are having an eye emergency seek care at the nearest emergency room, if you are unable to reach your provider.

NVA Smart Buyer® Guides

In addition to viewing your eligibility and vision plan coverage, printing ID cards (if available through your vision plan), viewing your vision plan coverage, and saving on LASIK surgery, NVA now offers a program that will help you become an educated consumer of vision care services and eyewear. The NVA Smart Buyer® will help you maximize the full potential of your vision plan while keeping your out-of-pocket expenses to a minimum.

Read more below:

NVA Smart Buyer Overview

Find an Eyecare Professional – Search Screen

You will have the option of searching for a participating ECP either by Zip Code + Mile Radius OR by State + City (or State + Provider Name).

Once you have entered the necessary search criteria, simply click on the “Find Provider” button to view the list of participating ECPs within your search area.

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NVA Smart Buyer® Guides

> Eyeglass Frames

> Eyeglass Lenses

■ Eyeglass Lens Type

■ Eyeglass Lens Material

Find Provider

Important COVID-19 Message: Due to the COVID-19 situation and recommendations from governments, a number of providers are temporarily closing or restricting their business hours. Because of the fluidity of this situation the provider locator may not be accurate. **NVA strongly recommends calling your eye care provider before having a medical eye emergency seek care at the nearest emergency room, if you are unable to reach your provider.**

⚠ **Note:** To find a LASIK provider, [click here](#).

➡ **Search by ZIP Code** - One way you can find nearby Providers is to search by ZIP code.

Please specify a ZIP Code and a radius.

ZIP Code: (#####)

Find a provider by Zip Code and Mile Radius...

➡ **Search by State** - Another way you can find nearby Providers is to search by State.

Please select a state and specify either a city or Provider name, or both.

State:
 City:
 Name:

Find a provider by State + City OR State + Provider Name...

Vision Benefit Maximizer® Provider Search Results

Your provider search results will list the ECPs in your search area plus their location, contact information, service features, and exclusive to NVA's Vision Benefit Maximizer®, the number of frames available to you at \$0 out-of-pocket cost under your benefit) at that particular provider.

Name And Phone	Address	City	State	Zip	Service Level	# Of Frames Available At \$0*	Distance
MID SOUTH VISION CENTER 901-324-3189 View Doctors	3314 Poplar Ave. Ste. 1	Memphis	TN	38111	Full Service**	112 Of 661 Total Frames	< 1 Mile View Map
VISIONWORKS 901-683-1689 View Doctors	4465 Poplar Ave. Ste. 146	Memphis	TN	38117	Eyeglasses And Contacts Only	1391 Of 4093 Total Frames	3 Miles View Map
LINDA THARP OD 901-722-8598 View Details	1750 Madison Ste. 270	Memphis	TN	38104	Full Service**	Data Not Supplied	3 Miles View Map
AMERICA'S BEST #5447  901-801-6671 View Doctors	4300 Summer Ave. Ste.101	Memphis	TN	38122	Full Service**	280 Of 667 Total Frames	3 Miles View Map

Click on “[View Doctors](#)” link for more information on any one provider.

Click on “[View Map](#)” link for more information on provider's location.

Vision Benefit Maximizer® Provider Search Results

Vision Benefit Maximizer® Details

You can verify an Eyecare Professional's status by calling the Eyecare Professional directly. If you experience a problem contacting an Eyecare Professional, please call 800-672-7723 24 hours a day, 7 days a week.

AMERICA'S BEST #5447



4300 Summer Ave. Ste.101
Memphis, TN 38122
901-801-6671

Accepts New Patients: Yes

Full Service^{***}

Of Frames Available At \$0* -
280 Of 667 Total Frames

Age Limits: None

Languages Spoken: English

Office Hours

Mon: 9:00 AM - 7:00 PM
Tue: 9:00 AM - 7:00 PM
Wed: 9:00 AM - 7:00 PM
Thu: 9:00 AM - 7:00 PM
Fri: 9:00 AM - 7:00 PM
Sat: 9:00 AM - 6:00 PM



Distance: 3 Miles

[Get Directions](#)

Starting Address:*

Doctor	Type	Languages Spoken	Accepts New Patients
GARY D. BEAMON OD NPI: 1285902635 State License Number: 3023 Doctor's Gender: M	Optometrist	English	Yes
MALLORY P. BODFORD OD NPI: 1932518032 State License Number: 3402 Doctor's Gender: F	Optometrist	English	Yes
CHALISE FRANCISCO OD NPI: 1124475793 State License Number: 3278 Doctor's Gender: F	Optometrist	English	Yes
LEAH GRAY OD NPI: 1891000410 State License Number: 2884	Optometrist	English	Yes

You will now see a detailed view of the selected provider along with a Google Map to help you gauge the eye care professional's location to you.

Find information such as address, type of service provided, office hours, doctors located at that practice, and much more.

Nominate an Eyecare Professional

If you do not find your preferred provider in NVA's existing network, you may choose to nominate your eyecare professional to join our network.

Start by clicking on the “[Nominate Eyecare Professional](#)” link in the navigation toolbar.

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Helpful Info

- > Frequently Asked Questions
- > Vision Wellness

Claims

- > View Claims
- > Submit Claim

NVA Smart Buyer® Guides

- > Eyeglass Frames
- > Eyeglass Lenses

- Eyeglass Lens Type
- Eyeglass Lens Material
- Coatings

With the information provided, an NVA representative will contact your eyecare professional to discuss the option of joining the NVA provider network.

Nominate Provider

If a Provider is not in your network, you can nominate the Provider by providing the details below.

Fields marked with * are required.

Provider / Practice Information

Provider Name:*

Street Address:*

City:*

State:*

ZIP Code:*

Phone Number:* (###-###-####)

Fax Number: (###-###-####)

Email Address:

Web Site Address:

Fill in all required fields...

Please enter your Daytime Phone Number below if you wish to be contacted regarding this nomination.

Your Daytime Phone Number: (###-###-####)

Comments:

Click on the “[Submit](#)” button.

Submit

Cancel

Access Subscriber Materials

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 - > Eyeglass Lenses

Subscriber Home > Subscriber Materials

Subscriber Materials

In order to view Subscriber Materials, click a link below. A new window will then open displaying printed using your browser's Print function.

- [Authorized Representative Form](#) (opens in new window) (Requires Adobe Reader (opens in new window))

<<Back

*Adobe Reader is required to view PDF files. If not already installed, download the free version of Adobe Reader from [here](#).

Click on the **"Subscriber Materials"** link to find forms and additional important information (shown at right).



Click on an available material's link to view the document.

In this case, you will view the **"Authorized Representative Form"** (shown on next slide).

Authorized Representative Form

The Authorized Representative Form will open with Adobe Reader in a separate window from the NVA website.

Note: This form can be used if you wish to designate another person to access your vision care benefit data.



Authorized Representative Form

SECTION A: MEMBER INFORMATION			
First Name:		Last Name:	
Street Address:		City:	State: Zip:
E-mail Address:		Daytime Phone Number:	
SSN/Identification Number:			
SECTION B: PURPOSE OF FORM			
<i>This form is used to document the designation of an Authorized Representative for a Member. This form authorizes the release of the Member's or dependent's vision health information to the Authorized Representative designated on this form. Completion of this form is entirely voluntary. Your enrollment in a vision health plan, eligibility for benefits, or payment of claims, will not be conditioned on giving this authorization.</i>			
SECTION C: TYPE OF INFORMATION			
I understand that by completing this form I am allowing you to use my vision health information with and disclose it to my Authorized Representative designated on this form, for the purposes set forth below:			
<input type="checkbox"/> Inquiries regarding eligibility and status of claims for benefits for the following dependent minor covered under my vision plan , _____ on or after the effective date of this authorization.			
<input type="checkbox"/> An appeal or denied claims with the date(s) of service [specify dates]: _____			
<input type="checkbox"/> Other _____			
SECTION D: TYPE OF INFORMATION			
<i>I understand that if my Authorized Representative is not subject to Federal or applicable State privacy laws, my vision health information may no longer be protected by those privacy laws and my Authorized Representative may further disclose my health information without my authorization.</i>			
AUTHORIZED REPRESENTATIVE			
First Name:		Last Name:	
Street Address:		City:	State: Zip:
E-mail Address:		Daytime Phone Number:	
Relationship to Member:			
SECTION E: Expiration and Revocation			
<i>I understand that I have the right to revoke or end this authorization at any time. I understand that, if I do not wish the person named in Section D to remain my Authorized Representative, I must revoke this authorization in writing by giving written notice of my decision to National Vision</i>			

Frequently Asked Questions

Under the **Helpful Info** heading on the navigation toolbar, click on the "**Frequently Asked Questions**" link to access NVA's responses to some of our members' most asked questions.

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 - > View Claims
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Subscriber Home > Frequently Asked Questions

Frequently Asked Questions

CLAIMS

- Q: How do I submit a claim for Out of Network reimbursement?
- Q: I see that my claim has been paid, when will I receive my check?

WEB ACCOUNT AND PASSWORD MAINTENANCE

- Q: How do I change my password?
- Q: How do I change my e-mail address?

ID CARDS

- Q: How do I obtain a new ID card?

PERSONAL DATA

- Q: How do I change incorrect personal data (misspelled name, incorrect date of b

⚠ If you do not see your question in this FAQ, please [Click Here](#) to submit your question t
strive to respond to all inquiries within 3 business days.

Vision Wellness

Next, you can click on the “[Vision Wellness](#)” link in the navigation toolbar to stay informed of important information that may help you better protect your and your family’s eye health, no matter what their age.



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Subscriber Home > Vision Wellness

Vision Wellness

Your health and the health of your family are better protected under an NVA vision program. NVA has created an evidence-based, oriented set of programs using evidence-based clinical standards to focus in the following areas:

- Keeping you and your family healthy
- Early identification of potential health issues even when symptoms are not visible
- Reducing the potential negative effects of already diagnosed health issues

In healthcare one size rarely fits all. Our health needs naturally change over the course of our lives. NVA has created categories to tailor programs to the specific needs of you and your family.

- [Infants/Toddlers](#)
- [Children](#)
- [Adolescents and Teens](#)
- [Young Adults](#)
- [Older Adults and Seniors](#)

Keeping you and your family healthy

Infants/Toddlers (Birth to 3 years old)

Babies are not born with fully developed ocular systems. Parents play a big part in the proper development of their child's vision. Some proactive steps parents can take to help ensure good eye health include:


- [Watch for signs of eye and vision problems](#)
- [Schedule regular comprehensive eye examinations](#)
- [Proper nutrition](#)

[Signs of eye and vision problems](#) (as suggested by [The American Optometric Association \[AOA\]](#))


View Vision Claims

Under the **Claims** heading in the navigation toolbar, click on the “**View Claims**” link to view a list of the subscriber and dependents (if applicable) for which you can view claims (shown at right).





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Subscriber Home > Select Dependent

Select Dependent Click on a dependent to view his/her claims.


Click on the name of the individual for which you want to view claims (shown on next slide).

View Vision Claims

You will now be able to see a list of the selected individual's list of claims, along with date of service, provider name, and the status of the claim(s).



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[Subscriber Home](#) > [Select Dependent](#) > [View Claims](#)

View Paid Claims

 Click on Claim Number to view the claim details.**Name:** John Doe **Date of Birth:** 07/16/1969

Click on the claim number to view further details into that claim (details shown on next slide).

Claim Details Screen

Clicking on the claim number will direct you to that claim's detail screen (shown below) which shows all available claim details, including date of service, provider name, payment status (i.e., check date), services provided, and more.

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■ Eyeglass Lens

Claim Details

Name: John Doe

Date of Birth: 07/16/1969

 Paid to Provider. Claim Details are listed below.

Claim No: 13778688

Date of Service: 10/26/2019

Provider Name: National Vision Inc #2497

Check Date: 11/15/2019

Services

Frame

TRI Lens

A/R Coat

Prem Progressive

TRI Polycarb

Vision Service- Miscellaneous

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Subscriber Home > Select Dependent

Select Dependent

 Select a dependent to submit a claim for that dependent.

Name	Date Of Birth
John Doe	07/16/1969
Martha Doe	11/14/1970
John Jr. Doe	10/05/2004

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To submit a claim, begin by clicking on the “**Submit Claim**” link found under the **Claims** heading in the navigation toolbar to view the list of subscribers and dependents (if applicable).

Next, click on the name of the individual for whom you wish to submit a claim.

Note: In order to submit a claim online, you will need to have your receipt(s) saved to your computer in .gif, .jpg, or .jpeg format.

Online Claim Form

[Subscriber Home](#) > [Select Dependent](#) > Claim Form

[Logout](#)

Claim Form

Note: To use online claim submission, you must be able to scan or photograph your receipt(s) and save as file(s) of format gif, jpg, or jpeg.

! Subscribers can refer inquiries to the Help Desk at 800-672-7723

i Fields marked with * are required.

Patient Information

Patient Name: John Doe

Date of Birth: 07/16/1969

Sponsor Name: ABC CLIENT

Phone Number (Daytime):* (###-###-####)

Services

Date Of Service:* (mm/dd/yyyy)

☐ Examination

☐ Frame

Services Received:* ☐ Lens

☐ Contact Lens

☐ Contact Lens Fitting

Amount:* \$

You will be brought to an online claim form...begin filling in all of the required fields (marked with an asterisk)...

(cont'd on next slide)

Online Claim Form (cont'd)

Attach Receipts

Need Help? Please see our [Instructions for Attaching Receipts](#)

You are required to attach from one to three receipts for services rendered. Receipts can be scanned or photographed.

No file chosen

Click 'Browse' and select your receipt file name.

Attachments should be image files of type gif, jpg, or jpeg. No other file types will be accepted.

No file chosen

The size of each attached file should be less than 3MB.

No file chosen

Optional

Recruit An Eyecare Professional On Your Behalf

If an Eyecare Professional (ECP) is not in your network, NVA can recruit the ECP on your behalf. Please provide the details below.

Eyecare Professional Name:
Street Address:
City:
State:
ZIP Code:
Phone Number:
Email Address:

Next, click on the "Submit" button to submit your claim and to view your claim confirmation screen (shown on next slide).

Attach your claim receipt(s) and continue filling in the remaining required fields.

By submitting this form, I certify that the information entered is correct, that the patient named is eligible for benefits, and that the services described were received on the date indicated. I also certify that the services and materials received are not covered under another benefit plan. I authorize release of any information on this form to NVA, the Plan Sponsor/Employer, the Policy Holder, and any parties required for treatment, payment or health plan operations.

Claim Confirmation

After submitting your claim, you will be taken to the Claim Confirmation screen where you can view and print your claim information.

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- [Eyeglass Lens Material](#)
- [Coatings,](#)

Claim Confirmation

The Claim has been submitted successfully. Your confirmation number is # 2947409 .

Patient Information

Patient Name: John Doe

Date of Birth: 07/16/1969

Sponsor Name: ABC CLIENT

Phone Number (Daytime): 555-555-5555

Services

Date Of Service: 05/13/2020

Services Received:

- Contact Lens

Amount: \$ 55.00

Attach Receipts

Attached Receipts: Ws2_548180_062520052701_9014019645264230187.jpg

By submitting this form I certify that the information entered is eligible for benefits, and that the services described were received on the date indicated. I also certify that the services and materials received are not covered under another group vision benefit plan. I authorize release of any information on this form to NVA, the Plan Sponsor/Employer, the Policy Holder, and any party required for treatment, payment.

Click on "Print Claim Confirmation" link to print confirmation page.

[Print Claim Confirmation](#)



NVA Smart Buyer® Guides

NVA Smart Buyer® is a library of helpful information regarding eyewear designed to help you make better-informed decisions regarding your eyewear purchases.

You can navigate through the NVA Smart Buyer® Guides from the portal's Home Page or by clicking one of the links at the bottom of the left-hand side menu.

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Logout

Subscriber Home
Welcome ecplodemo01. Your last login was on 10/04/2022.

The Current Group View is for ABC CLIENT.

Important COVID-19 Message ... States are now permitting the resumption of routine eye care services such as eye exams and contact lens fittings. It is recommended to reach out to your eye care provider before visiting the office to ensure you know what safety and sanitation protocols they have in place, in addition to confirm hours and/or other changes. If you are having a medical eye emergency seek care at the nearest emergency room, if you are unable to reach your provider.

NVA Smart Buyer® Guides

In addition to viewing your eligibility and vision plan coverage, printing ID cards (if available through your plan), accessing [Frequently Asked Questions \(FAQ\)](#) and saving on LASIK surgery, NVA now offers a program that provides you with the tools to become an educated consumer of vision care services and eyewear. The NVA Smart Buyer® will help you use your vision benefit to its full potential while keeping your out-of-pocket expenses to a minimum.


Read more below:

- NVA Smart Buyer Overview
- Eyeglass Lenses
- Eyeglass Frames
- Contact Lenses
- How to Read Your Prescription

Smart Buyer's Guide to Vision Prescriptions

The NVA Smart Buyer® Library has a dedicated section to help you understand your vision prescription which you can navigate to from the home page or by clicking the related menu item on the left.





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How to Read Your Prescription


Farsighted

Nearsighted

Click the table heading below to learn more

	SPH	CYL	AXIS	ADD
O.D.	+1.75	-0.25	170	None
O.S.	+1.75	0.00	0	None
PD	60			

SPH:
The spherical number specifies how strong your lenses need to be to correct your vision. A negative sign implies a nearsighted prescription while a positive sign is farsighted. The higher the number the stronger the correction.



Congratulations!

Your member web registration and website tutorial is complete.

If you have any additional questions,
you may contact a service
representative directly at:

1.800.672.7723

24/7/365 – any question, any time



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