

# Modern Lab Portal: Processing Orders

The Modern Lab Portal function and design are subject to change.

**Note:** Insurance orders are not forwarded to VSP® for payment processing until they have been completed. Payments are not issued to labs nor providers for open orders.

## Included in this guide:

- Logging in to the Modern Lab Portal
- Modern Lab Portal Overview
- Order Management Overview
- Retrieving New Orders
- Reviewing Accepted Orders
- Completing Orders
- Voiding Orders
- Modifying Orders

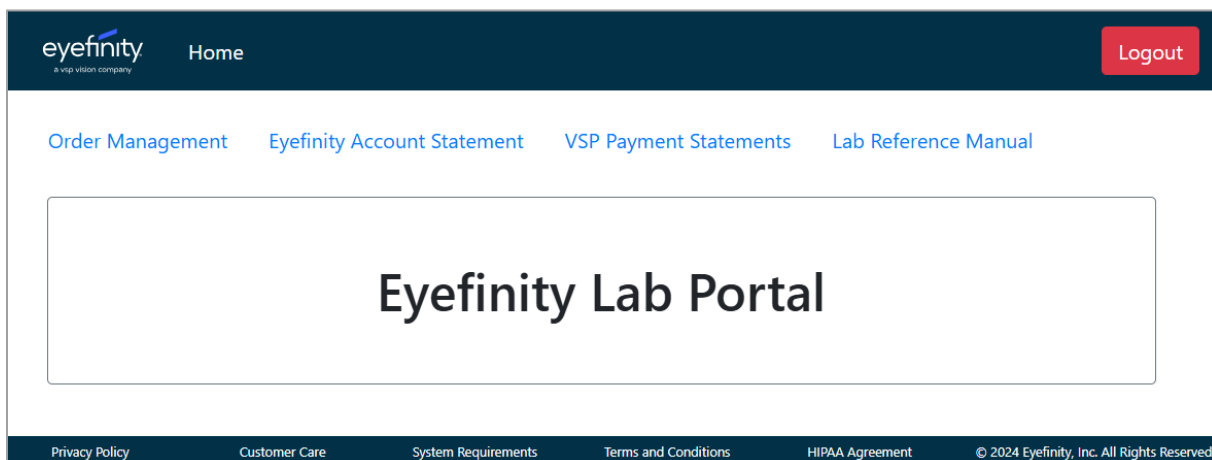
## Logging in to the Modern Lab Portal

Navigate to [labportal.eyefinity.com](http://labportal.eyefinity.com) to view the Modern Lab Portal Login page.

1. Select the blue **Login** button in the upper right corner.
2. Enter your lab username and password.

## Modern Lab Portal Overview

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

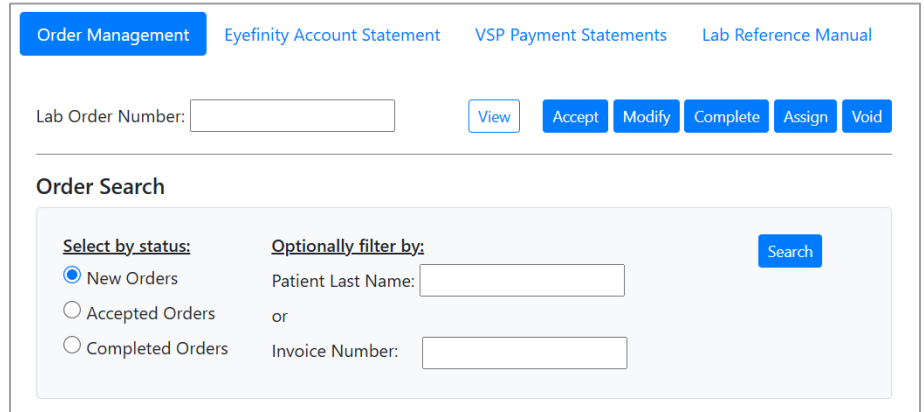


- **Order Management** is used for all order processing.
- **Eyefinity Account Statement** accesses the lab's billing statement to view any charges for Eyefinity Services.
- **VSP Payment Statements** is used for downloading current and previous months remittances, payment files, and outstanding materials list.
- **Lab Reference Manual** is for quick access to VSP's Lab policies, pricing, services, and VSP's lens product list.

## 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** associates 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.



The screenshot shows the Order Management interface. At the top, there are navigation tabs: "Order Management" (highlighted), "Eyefinity Account Statement", "VSP Payment Statements", and "Lab Reference Manual". Below the tabs is a "Lab Order Number:" input field followed by buttons for "View", "Accept", "Modify", "Complete", "Assign", and "Void". Underneath is an "Order Search" section with two columns: "Select by status:" and "Optionally filter by:". The "Select by status:" column has radio buttons for "New Orders" (selected), "Accepted Orders", and "Completed Orders". The "Optionally filter by:" column has input fields for "Patient Last Name:" and "Invoice Number:", with a "Search" button to the right.

### Order Types

VSP Orders (aka Authorizations)	Private Pay Orders
Order numbers are purely numeric. <ul style="list-style-type: none"> <li>• Example – “87651234”</li> </ul> Always attached to an insurance CMS-1500. <ul style="list-style-type: none"> <li>• Upon completion VSP will issue the lab payment for invoice services</li> </ul> Cannot order uncut lenses from the lab.	Order numbers start with “Z.” <ul style="list-style-type: none"> <li>• Example – “Z1237654”</li> </ul> Not related to insurance or billing. <ul style="list-style-type: none"> <li>• Upon completion the lab will privately bill the doctor for invoice services.</li> </ul> Can order uncut lenses from the lab.

### 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:

or

Invoice Number:

**Search**

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

**Results for New Orders**

**Accept Selected Orders**



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<input type="checkbox"/>	Order Number	Invoice Number	Patient Name	Benefit	Lens Material	Frame	Doctor	Submit Date
<input type="checkbox"/>	12600767		TESTXXX, TESTXXX	SIGNATURE	PLASTIC	MARCHON - AUTOFLEX 69	ROBOT TEST, EYEFINITY	2020-03-17
<input type="checkbox"/>	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:

**Search**

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

**Results for Accepted Orders**

Complete Selected Orders    Print Selected Order(s)    << < 1 to 20 of 695 > >>

<input type="checkbox"/>	Order Number	Invoice Number	Patient Name	Benefit	Lens Material	Frame	Doctor	Ordered Date
<input type="checkbox"/>	Z174	658094	TIMOTHY		POLYCARBONATE	LUXOTTICA - RX7014 TOP HAVANA ON BL		2024-10-30
<input type="checkbox"/>	Z174	657654	JOHN		PLASTIC	Altair Eyewear - G4059		2024-10-30
<input type="checkbox"/>	Z174		JANE		PLASTIC	ALTAIR EYEWEAR - BBS118 JET FLORAL		2024-10-30

- Click on an order number to view reports and services for that job
- See the next section for instructions to mark orders “Complete.”

## Completing Orders

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

- Orders must be completed and shipped to the provider’s 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:

Order Management    Eyefinity Account Statement    VSP Payment Statements    Reference Manual

Lab Order Number:

View    Accept    Modify    Complete    Assign    Void

**4**

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

## Completing Multiple Orders

From the **Accepted Orders** view:

**Results for Accepted Orders**

1 to 20 of 695

<input type="checkbox"/>	Order Number	Invoice Number	Patient Name	Benefit	Lens Material	Frame	Doctor	Ordered Date
<input type="checkbox"/>	Z174	658094	TIMOTHY		POLYCARBONATE	LUXOTTICA - RX7014 TOP HAVANA ON BL		2024-10-30
<input type="checkbox"/>	Z174	657654	JOHN		PLASTIC	Altair Eyewear - G4059		2024-10-30
<input type="checkbox"/>	Z174		JANE		PLASTIC	ALTAIR EYEWEAR - BB5118 JET FLORAL		2024-10-30

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.

Successfully voided order: 12705811
×

## Modifying Orders

Modifying orders allows the lab to change invoice details but depending on the order type it may be better to void the order to the office for editing.

**VSP Orders** are indicated with a purely numeric order number.

- Upon completion VSP orders are forwarded to VSP for lab and provider payment.
- All VSP orders have CMS-1500s attached to them which the lab cannot view nor edit.
- Many VSP orders can be modified, but for insurance purposes VSP orders should be voided back to the provider's office for correction instead.
  - Lab modification cannot edit the services that are billed on the CMS-1500
  - Modifying these can impact claims accuracy and insurance payment.

- Some insurance plans or coverages do not allow for lab modification.

**Private Pay Orders** are indicated with a leading letter “Z.” No insurance is billed for lab work.

- Upon completion the lab will privately bill the provider’s office.

**Modifying 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. Click **Modify** to open the Lab Invoice page which is broken down into multiple sections.
  - a. The **Invoice** section cannot be modified. If the patient name, date of service, or treating doctor need to be corrected void the order back to the provider for editing.

**Invoice**

Patient First Name: <input type="text" value="ACCEPT"/>	Patient Last Name: <input type="text" value="TEST"/>
Date of Service: <input type="text" value="2020-06-02"/>	Doctor: <input type="text" value="TEST, TEST"/>

Lab Services:  Lens  Frame

- b. The **Lens** section allows modification of the lens finishing, vision type, material, specific lens, edging, coatings (not pictured), and tints (not pictured).

**Lens**

Lens Finishing: <input type="text" value="Lab Finishing"/>	
Vision Type: <input type="text" value="Single Vision"/>	
Material: <input type="text" value="Plastic"/>	
Lens: <input type="text" value="Any Single Vision (Lab Choice) - Clear"/>	Lens Not Listed: <input type="text"/>
One Lens: <input type="text" value="Two Lenses"/>	Balance Lens: <input type="text" value="Not Balanced"/>
Base Curve Right: <input type="text"/>	Left: <input type="text"/>
Bevel: <input type="text"/>	Edge: <input type="text"/>
Bevel Not Listed: <input type="text"/>	Edge Not Listed: <input type="text"/>

- c. The **Lab** section (not pictured) cannot be modified. If the lab account number or assigned lab need to be corrected void the order back to the provider for editing.

d. The **Prescription** section includes fields to adjust the patient's Rx.

### Prescription

	Sphere	Cylinder	Axis	Add
Right	<input type="text" value="-2.50"/>	<input type="text" value="-2.50"/>	<input type="text" value="10"/>	<input type="text" value="10"/>
Left	<input type="text" value="-2.50"/>	<input type="text" value="-2.50"/>	<input type="text" value="10"/>	<input type="text" value="10"/>

<input type="radio"/> Binocular PD	Distant	Near
	<input type="text" value="20.0"/>	<input type="text" value="20.0"/>
<input checked="" type="radio"/> Monocular PD	Distant	Near
Right	<input type="text" value="20.0"/>	<input type="text" value="20.0"/>
Left	<input type="text" value="20.0"/>	<input type="text" value="20.0"/>

Segment Height <input checked="" type="radio"/> Bottom of Frame <input type="radio"/> Geometric Center	<table border="0"> <tr> <td style="text-align: center;">Right</td> <td><input type="text" value="10.0"/></td> </tr> <tr> <td style="text-align: center;">Left</td> <td><input type="text" value="10.0"/></td> </tr> </table>	Right	<input type="text" value="10.0"/>	Left	<input type="text" value="10.0"/>	Optical Center Height <input checked="" type="radio"/> Bottom of Frame <input type="radio"/> Geometric Center	<table border="0"> <tr> <td style="text-align: center;">Right</td> <td><input type="text" value="10.0"/></td> </tr> <tr> <td style="text-align: center;">Left</td> <td><input type="text" value="10.0"/></td> </tr> </table>	Right	<input type="text" value="10.0"/>	Left	<input type="text" value="10.0"/>
Right	<input type="text" value="10.0"/>										
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Right	<input type="text" value="10.0"/>										
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Horizontal Prism Right <input type="text"/> Left <input type="text"/>	<input type="radio"/> In <input type="radio"/> Out <input type="radio"/> In <input type="radio"/> Out	Vertical Prism Right <input type="text"/> Left <input type="text"/>	<input type="radio"/> Up <input type="radio"/> Down <input type="radio"/> Up <input type="radio"/> Down
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Plano Lenses

Safety Thickness Size

Thickness Size

### Advanced Lens Measurements

Wrap Angle:	Pantoscopic Tilt:	Back Vertex Distance:
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

e. The **Frame** section can be used to change whether the frame is doctor or lab supplied, or to change which frame is on the order.

### Frame

Supplier	Manufacturer	Collection	Model	UPC
<input type="text" value="Lab Supplied"/>	<input type="text" value="Marchon"/>	<input type="text" value="Autoflex"/>	<input type="text" value="AUTOFLEX 69"/>	<input type="text" value="883121245266"/>

SKU	Color	Temple	Shape	Material
<input type="text" value="110204719218"/>	<input type="text" value="Coffee (218)"/>	<input type="text" value="140"/>	<input type="text" value="Unknown"/>	<input type="text" value="Metal"/>

Wholesale Cost	Eye Size	B	ED	DBL
<input type="text" value="95"/>	<input type="text" value="47"/>	<input type="text" value="36"/>	<input type="text" value="47"/>	<input type="text" value="19.0"/>

3. After completing any requested edits click **Modify** in the upper right corner of the form. A pop-up will display asking you to confirm you would like to submit the change.