

Processing Orders – Classic Lab Portal

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:

- Retrieving/Accepting New Orders
- Assigning Invoice Numbers when Accepting Orders
- Reviewing Orders
- Completing Orders
- Voiding Orders
- Modifying Orders

Retrieving/Accepting New Orders

Before any order can be worked on Eyefinity.com it must first be accepted. The **New Lab Orders** page can be accessed two different ways:

- From the **Home** tab select **Retrieve Jobs** in the lower left corner.
- From the **eJobs** tab select either the **Retrieve** sub-tab or **View New Orders**.

The **New Lab Orders** page will display all orders sent to the lab that have not yet been accepted for processing. It is also used to assign invoice numbers to new orders.

To accept new orders:

1. Check the box to the left of any new order number(s), or **Select All**.
2. Assign invoices (if needed).
3. Click **Accept Selected Order(s)**.
 - a. Orders cannot be processed until this step is complete.
4. A Service Report will display each new order accepted.
 - a. Print this report for your records (if needed).

Assigning Invoice Numbers When Accepting Orders

On the **New Lab Orders** page (above) you can assign invoice numbers two different ways.

Assign a Subset of Order Number

Using **Assign a Subset of Order Number** copies the Order Number as the Lab Invoice number.

1. Check the box to the left of any new lab order number(s), or **Select All** to assign invoices to all orders.
2. Click the **Assign a Subset of an Order Number**. The new invoice numbers will display.
3. Click **Accept Selected Order(s)** to save the invoice numbers and accept the orders for processing.

	Order Number	Lab Invoice Number
<input checked="" type="checkbox"/>	Z7495765	Z7495765
<input checked="" type="checkbox"/>	Z7495802	Z7495802
<input checked="" type="checkbox"/>	Z7406430	Z7406430

Assign Sequential Invoice Numbers

Using **Assign Sequential Invoice Numbers** allows the lab to dictate what an invoice number will be and automatically have numbering continue down the page.

1. In the **Number of Rightmost Characters** drop down, select how many digits the invoice number should be.
2. Check the box to the left of any new lab order number(s) or **Select All** to assign invoices to all orders.
3. In the topmost selected **Lab Invoice Number** column enter the starting invoice number.
4. Click **Assign Sequential Invoice Numbers**. The new invoice numbers will display.
5. Click **Accept Selected Order(s)** to save the invoice numbers and accept the orders for processing.

	Order Number	Lab Invoice Number
<input checked="" type="checkbox"/>	Z7495765	89785
<input checked="" type="checkbox"/>	Z7495802	89786
<input checked="" type="checkbox"/>	Z7406430	89787

Reviewing Orders

The **Review Orders** links throughout the lab portal open the **Lab Orders** page, which is used to make multiple kinds of changes to an order or its status.

- From the **Home** tab select **Review Jobs** in the lower left corner.
- From the **eJobs** tab select the **Review** sub-tab or **View Accepted Orders**.

The **Lab Orders** page will show all orders that have been accepted but have not been completed.

eyefinity Lab Orders Select order(s) to Process:

Clear All Selections Displayed Orders: 1 to 30 [Go to End of List](#)

Order Number	Lab Invoice Number	Patient Name	Lens Material	Frame Manufacturer	Frame Name	Doctor Name	Date Doctor Ordered
<input type="checkbox"/> 67095941		Aaegsqcqbfnfejw,labaxcc	Plastic	REVOLUTION OLD	IMF T20	Test, Test X	04/28/2019
<input type="checkbox"/> Z9530845		Plain,jane	Plastic	Marchon	FLEXON KIDS SCORPIO	Test, Test	04/14/2020

Clear All Selections [Go to Top of List](#)

Print selected order(s) Void selected order
 Modify selected order Print ALL orders
 Update invoice & continue to next page of orders Complete & continue to next page of orders
 Complete, update invoice & continue to next page of orders View next page of orders

There are multiple key functions on this page.

- **Void** removes the order from your lab and sends it back to the original provider's office for editing.
 - This does not delete the order entirely.
 - This does not complete the order.
 - Only one order can be voided at a time.
- **Modify** is used to adjust the Rx information, materials, or other content of an order.
 - Only one order can be modified at a time.
 - Not all orders can be modified (see the Modifying Orders section for more information)
- **Update** is used to save a Lab Invoice Number that has been edited or added.
- **Complete** marks labwork as finished for 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.

Completing Orders

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.

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

- Orders must be completed and shipped to the providers 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. Holding orders will delay payment to both the lab and the doctor's office.

Completing Orders from Lab Orders Page

The **Lab Orders** page has two different buttons for completing orders.

Complete and Update is used to change or add an invoice number while completing orders. This will:

- Save any **Lab Invoice Number**
- Mark the selected order(s) as “Complete”
- Open the next page of orders.

eyefinity Lab Orders Select order(s) to Process:

Clear All Selections | Displayed Orders: 1 to 30 [Go to End of List](#)

Order Number	Lab Invoice Number	Patient Name	Lens Material	Frame Manufacturer	Frame Name	Doctor Name	Date Doctor Ordered
<input type="checkbox"/> 67095941	<input type="text"/>	Aaegsqcqbzfzmfjw,labaxxx	Plastic	REVOLUTION OLD	TMF T20	Test, Test X	04/28/2019
<input type="checkbox"/> 29530845	<input type="text"/>	Plain,jane	Plastic	Marchon	FLEXON KIDS SCORPIO	Test, Test	04/14/2020

Clear All Selections [Go to Top of List](#)

Print selected order(s) Void selected order
 Modify selected order Print ALL orders
 Update invoice & continue to next page of orders Complete & continue to next page of orders
 Complete, update invoice & continue to next page of orders View next page of orders

Complete marks orders as finished without saving any changes to the **Lab Invoice Number** column.

Using “Request Multiple Order Processing”

When used **Request Multiple Order Processing** marks a batch of up to 50 order numbers as complete.

1. Select **Request Multiple Order Processing** from the **eJobs** tab.
2. Type in the order number to be completed and click **Add**.
 - Invoice numbers can be included on this page (if applicable).
 - Click on an order number and **Edit** to correct any errors.
 - Click an order number and **Remove** if needed.

Request Multiple Completes (Enter the Order(s) you wish to complete - limit 50)

Order Information

Order Number:

Invoice Number:

Selected Orders

99923231 00012345
78945612

3. Click **Complete Orders** once all order numbers have been entered.

4. The **Multiple Orders Report** will display, including whether each order was successfully completed. Rejected reasons will display for failed 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.
- Reminder – only one order can be voided at a time.

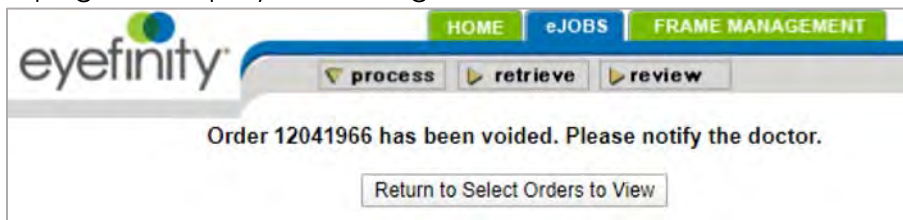
Voiding VSP or Private Pay Orders

1. Select an order to void either from the **Lab Order** page or **Process One Job** options.



- Reminder – insurance numbers are only numeric. Private pay order start with "Z".

2. A page will display confirming the order number voided.



3. Contact the provider's office to let them know the order has been returned to them for editing.

Modifying Orders

Orders are modified differently depending on whether they are insurance orders or private-pay.

Numeric order numbers are insurance jobs. Once marked "complete" they are auto-forwarded to VSP for payment.

- If possible, insurance orders should be voided back to the provider's office for correction. Modifying these can impact claims accuracy and insurance payment.
 - Lab modification cannot edit the services that are billed on the CMS-1500.
- Some insurance plans or coverages do not allow for lab modification.

Order numbers starting with a "Z" are privatepay. No insurance is billed for lab work. Upon completion the lab will invoice the office.

Modifying VSP Orders

1. Select an order to modify either from the **Lab Order** page or **Process One Job** options.

- Reminder – insurance order numbers are only numeric.

2. Select **Modify Order** to begin the modification process, which is broken into multiple screens.

- a. The first screen displays the order number and can be used to adjust the lens finishing, material, or vision type.

- The **Lens Type** and **Lens Material** selected on this screen will determine what options are available on the next page.

- b. The second screen can be used to specify which lens is being provided if the office previously chose a “Lab Choice” option.

It is also used to add, remove, or edit other lens features such as tint, coatings, and edge.

- c. The third screen is used to adjust frame information including the frame supplier.

It is also used to add or adjust lab special instructions.

Enter Frame Information

Supplier

Doctor Supplied - To Come
 Patient Supplied - To Come
 Lab Supplied
 Lenses Only

IMAGE NOT AVAILABLE
 Selected color may not match displayed image
 Edit Manually

• Manufacturer: CHARMANT USA
 • Collection: LACOSTE OPHTHALMIC COLL
 • Model: LA 12208
 UPC: 806334888754
 SKU: 1220850GN
 • WHOLESALE FRAME COST:

• Color: Green
 • Temple: 135
 • Shape: Zyl
 • Material: Zyl

• Eye 50 Size: B: 27.0
 ED: 51.0
 • DBL: 14.0

Retail Frame Materials U&C

Lab Special Instructions

Selecting special instructions may delay your order.

- d. The final screen is used to adjust the prescription.

After selecting **Continue** on this screen, a confirmation window will appear, saving the changes.

Enter Prescription Information

Refraction

	Sphere	Cylinder	Axis
R	<input type="text" value="-1.50"/>	<input type="text" value="-0.75"/>	<input type="text" value="90"/>
L	<input type="text" value="-1.25"/>	<input type="text" value="-0.50"/>	<input type="text" value="90"/>

Plano Lenses

Pupil Distance

Binocular
 Standard
 Distant
 Near

Monocular
 Standard (to center of bridge)
 Distant
 Near

Segment Height

Bottom of Frame
 Geometric Center

Optical Center Height

Bottom of Frame
 Geometric Center

Horizontal Prism

	In	Out
R	<input type="text"/>	<input type="text"/>
L	<input type="text"/>	<input type="text"/>

Vertical Prism

	Up	Down
R	<input type="text"/>	<input type="text"/>
L	<input type="text"/>	<input type="text"/>

Safety Thickness

Specified Thickness

Modifying Private-Pay Orders

1. Select an order to modify either from the **Lab Order** page or **Process One Job** options.

Process One Order

Enter Order Number

- Reminder – private pay order numbers start with “Z”

2. Select **Modify Order** to open the Lab Invoice page, which is broken down in to multiple sections.

- a. The Invoice section includes the patient name, date of service, and treating doctor.

INVOICE

Patient Last Name Patient First Name

Date of Service Doctor
(mm/dd/yyyy)

Lab Services Lens Frame

- b. The Lens section allows modification of the lens finishing, vision type, material, specific lens, edging, coatings, and tints.

LENS

Lens Finishing
 Vision Type
 Material
 Lens
 Lens Not Listed
 One Lens
 Balance Lens

Base Curve
 R
 L

Bevel
 Bevel Not Listed

Edge
 Edge Not Listed

Tint Color
 Tint Not Listed
 Tint Type

No Sample Match Sample
 Lighten Darken
 Lighten or Darken by %

A/R Coating
 Description

UV

Scratch Coating
 Glass Coating
 Description

Mirror/Ski Coat

Press-on Prism
 Nose Pads
 Slab Off

- c. The Lab section (not pictured) cannot be modified. If the order needs to be assigned to a different lab, void the order back to the provider so they can edit and resubmit it.

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

PRESCRIPTION

	Sphere	Cylinder	Axis	Add		Distant	Near
R	+00.25	-0.50	100	<input type="text"/>	<input type="radio"/> Binocular PD	<input type="text"/>	<input type="text"/>
L	+00.25	-0.50	105	<input type="text"/>	<input checked="" type="radio"/> Monocular PD <small>(to center of bridge)</small>	R 18.0	L 16.5
						R 18.0	L 16.5

Plano Lenses

Segment Height
 Bottom of Frame R
 Geometric Center L

Optical Center Height
 Bottom of Frame R
 Geometric Center L

Horizontal Prism
 R In Out
 L In Out

Vertical Prism
 R Up Down
 L Up Down

Safety Thickness
 Specified Thickness

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

FRAME

Supplier: Doctor Supplied - To Come Frame: [Help](#)

<div style="border: 1px solid gray; padding: 2px; text-align: center; width: 40px; margin: 0 auto;">IMAGE NOT AVAILABLE</div> <p style="font-size: 8px;">Selected color may not match displayed image</p> <input type="button" value="Remove Frame"/> <input type="button" value="Edit Manually"/>	<p>• Manufacturer: OGI EYEWEAR</p> <p>• Collection: Unknown</p> <p>• Model: 1001 Matte Steel Blue 43/</p> <p>UPC: 405448004854</p> <p>SKU:</p> <p>• WHOLESALE FRAME COST: <input type="text" value="0.00"/></p>	<p>• Color: MATTE STEEL</p> <p>• Temple: 140</p> <p>Shape:</p> <p>• Material: Metal</p>	<p>• Eye 43</p> <p>Size: B: 22.0 ED: 44.0</p> <p>• DBL: 18.0</p>
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3. After completing any requested edits click **Submit Lab Order and Continue**. A pop up will display asking you to confirm you would like to submit the change.