

INTRODUCING VBA INSURANCE



We are very excited to announce that you can accept VBA insurance starting March 3!

It will be your responsibility to ensure you, and your team are ready to help VBA patients in your office. Use the chart below to learn more about the VBA process:

Topic	
Retail Overview Page- General Info	Getting Authorization
Retail Provider Portal Guide	Member ID/Card Info (bottom of the page)
The plan pay amounts for frames and lenses and patient copays have been added to the Toolkit Documents > Insurance > Insurance Guides > VBA Folder > Retail Plan Rate & Fee Schedules	

Additional notes:

- In your area, there are approx. 5000 members with VBA insurance
- You will always want to pull separate authorizations for exam and materials
- Authorizations are valid for 60 days
- You will use the patient's name/dob or SS to locate the member in the portal (note some school districts will have a unique ID)
- You can transfer an authorization from one office to another if needed
- **Short term:** At the time of launch, you will use a **bill actual plan (Plan ID: 1838461)** and will 837 fil, **Long term:** These plans will be auto-calc plans and file on the 837 claim (google doc will update)
- With all 837 filing, you must have accurate authorizations, member ID's, and demographics
- The patient will **always have a \$50 out of pocket contact lens fitting fee** (they can call VBA to verify if needed)
- With all fittings the patient is entitled to two follow up visits (the third follow up is private pay)
- Similar to VSP, there are some plans that are combined exam and materials plans, and the authorization will clearly indicate this.
- There is a **dispensing fee** of \$15 or \$17 (will be indicated on the authorization) this goes into your **plan pays** for the base line of the lens
- All eyeglass orders will route to RxO

To Login to the VBA Portal:

Visit the VBA Website: www.vbaplans.com. The VBA App is on page 3 of the toolkit. Should you need support within the website there is a chat function, or you can call the main number listed below.

Site Name	Site #	Account #	Password
Triangle Visions Optometry - Asheville	T040	LTVT040	VBALXCole1234
Triangle Visions Optometry - Cary Maynard	T042	LTVT042	VBALXCole1234
Triangle Visions Optometry - Durham	T046	LTVT046	VBALXCole1234
Triangle Visions Optometry - Thomasville	T061	LTVT061	VBALXCole1234

Your Billing Account is LTV9999. Authorizations for all locations can be viewed from the Billing Account.

Additional Contacts:

Medically Necessary Contacts-Prior Auth Email

MNC@vbaplans.com

VBA Main Phone Number (8:30-6pm M-F)

1 800 432 4955