



## File a Claim Online

**Superiorvision.com** provides quick access to your vision benefits information. Find everything you need from eye care professionals to claim forms and discounts online.

### Step 1:

Visit **superiorvision.com** and click on "Member log in" from the top navigation.

### Step 2:

If you already have an account, enter your username and password. Otherwise, click the "Create a new account" button.

### Step 3:

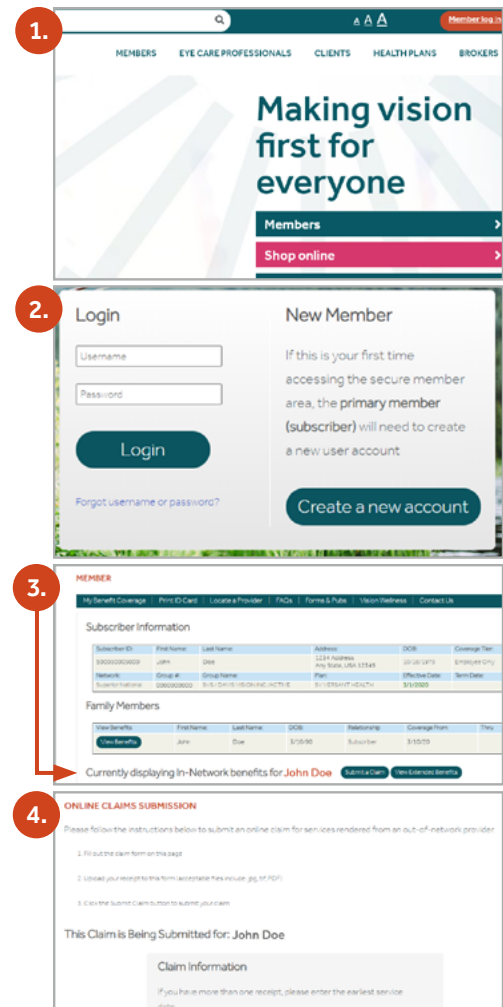
Once signed in, your information will be displayed. Click on the "Submit a claim" link located beneath the subscriber's information.

### Step 4:

You will then be taken to the "Online claims submission" page. Fill out the claim accordingly and submit electronically.

### Submit a claim by mail:

Repeat steps 1 through 2 and then click on the "Forms and Pubs" link located above "Subscriber Information". Once on the "Forms and Pubs" page, click on the "Member Reimbursement Claim Form" link. Print the form, fill it out and mail it in to the address located on the form. Should you need more assistance, please call customer service at 1 (800) 507-3800.



**1.** The homepage shows navigation links for MEMBERS, EYE CARE PROFESSIONALS, CLIENTS, HEALTH PLANS, and BROKERS. The main heading is "Making vision first for everyone". Below this are buttons for "Members" and "Shop online".

**2.** The login page has two sections: "Login" and "New Member". The "Login" section includes fields for "Username" and "Password", a "Login" button, and a link for "Forgot username or password?". The "New Member" section includes a "Create a new account" button and explanatory text: "If this is your first time accessing the secure member area, the primary member (subscriber) will need to create a new user account".

**3.** The member dashboard shows "Subscriber Information" and "Family Members" tables. The "Subscriber Information" table has columns for Subscriber ID, First Name, Last Name, Address, DOB, and Coverage Ter. The "Family Members" table has columns for Member ID, First Name, Last Name, DOB, Relationship, and Coverage from. Below the tables, it says "Currently displaying in-network benefits for John Doe" with buttons for "Submit a Claim" and "View Claims Search".

**4.** The "ONLINE CLAIMS SUBMISSION" page provides instructions: "Please follow the instructions below to submit an online claim for services rendered from an out-of-network provider." The instructions are: 1. Fill out the claim form on this page. 2. Upload your receipt to this form (acceptable file include .jpg or PDF). 3. Click the Submit Claim button to submit your claim. Below the instructions, it says "This Claim is Being Submitted for: John Doe" and "Claim Information" with a note: "If you have more than one receipt, please enter the earliest service date."

### What else can I do in my member account?

Use your member account to easily locate an in-network eye care professional, view your benefits and eligibility, print your ID card, download forms and more.