

We're here to help

Use this quick reference guide to help you find the information you need to meet the needs of your patients and practice.

	providers.eyesynergy.com	marchvisioncare.com	Interactive Voice Recognition (IVR)* See page 2 for state-specific phone numbers
Verify member eligibility and benefit information including copayment and allowance information	✓		✓
Provider reference guides and state benefit summaries	✓	✓	
Check status of lab orders	✓		✓
Submit and track claims and lab orders	✓		
Create new accounts and grant access to users	✓		
Generate confirmation numbers for service	✓		✓ Some limitations apply
Find frequently used forms	✓	✓	
Update provider profile information	✓	✓	
Provider training, newsletters and additional information	✓	✓	
Self-service tools (reset your password)	✓		

*First-time users must register before accessing the IVR system. Please be prepared to enter your office phone number, office fax number and tax identification number during registration. Once verified, you will be prompted to select a 4-digit PIN for your account. You may log in to the IVR system using your 10-digit ID (office phone number provided during registration) and your 4-digit PIN once registered.

Paper Claim Submission
Attn: Medicaid Vision Claims
PO Box 30989
Salt Lake City, UT 84130

EDI Enrollment (electronic claims)
OptumInsight
800-341-6141, Option 2
Payer ID: 52461

Payspan Health (electronic payments)
877-620-6194
payspanhealth.com





Access the IVR system by calling the appropriate state-specific phone number and selecting option 2.

Alabama	844-216-2724
Alaska	844-256-2724
Arizona	844-306-2724
Arkansas	844-316-2724
California	844-336-2724
Colorado	844-346-2724
Connecticut	844-356-2724
Delaware	844-366-2724
District of Columbia	844-366-2724
Florida	844-386-2724
Georgia	844-396-2724
Hawaii	844-406-2724
Idaho	844-416-2724
Illinois	844-456-2724
Indiana	844-486-2724
Iowa	844-496-2724
Kansas	844-506-2724
Kentucky	844-516-2724
Louisiana	844-526-2724
Maine	844-536-2724
Maryland	844-566-2724
Massachusetts	844-576-2724
Michigan	844-586-2724
Minnesota	844-596-2724
Mississippi	844-606-2724
Missouri	844-616-2724

Montana	844-626-2724
Nebraska	844-636-2724
Nevada	844-646-2724
New Hampshire	844-676-2724
New Jersey	844-686-2724
New Mexico	844-706-2724
New York	844-716-2724
North Carolina	844-736-2724
North Dakota	844-746-2724
South Dakota	844-746-2724
Ohio	844-756-2724
Oklahoma	844-796-2724
Oregon	844-906-2724
Pennsylvania	844-916-2724
Rhode Island	844-926-2724
South Carolina	844-946-2724
Tennessee	844-966-2724
Texas	844-976-2724
Utah	844-986-2724
Vermont	844-996-2724
Virginia	855-476-2724
Washington	855-496-2724
West Virginia	855-506-2724
Wisconsin	855-516-2724
Wyoming	855-336-2724