

UPMC Vision *Advantage*

Questions and Answers

How are claims submitted to UPMC Vision *Advantage*?

Electronically, manually entered on our website at www.upmchealthplan.com/vision.

Electronically, via the Electronic Data Interchange (EDI). UPMC Vision *Advantage* accepts claims submitted in a compliant 837P format. Testing between the submitter (vision office or billing office) and the UPMC Vision *Advantage* EDI team must occur before transactions will be accepted for processing.

By mail, using the current CMS 1500 claim form. Mail to:

UPMC Vision *Advantage*
P.O. Box 1600
Pittsburgh, PA 15230-1600

Can I submit on any type of claim form?

UPMC Vision *Advantage* only accepts paper claims on the standard CMS 1500 claim form. You can also use the electronic formats described previously.

How much does UPMC Vision *Advantage* charge for me to send claims electronically?

There is no charge to submit your claims electronically. However, if you use a clearinghouse, they may charge a per-claim fee to utilize their submission services.

How will I know that UPMC Vision *Advantage* has received my electronic claims?

You will receive an email confirmation for every transmission received. However, the transmission could be rejected if the data is not clean.

Will I be required to have a National Provider Identifier (NPI)?

Yes. In order to submit electronic transactions, you are required to have and use an NPI. You are also strongly encouraged to obtain an NPI if you submit claims via paper, although it is not required.

Is there a telephone number I can call to speak to a representative?

The Vision Benefits Advisory Team is available to assist you at 1-877-648-9621, Monday through Friday from 8:00AM until 5:00PM EST, except observed holidays.