

VCD EMPLOYER PORTAL MANUAL



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VCD Employer Portal Overview

To login to your employer portal visit www.visioncaredirect.com and select **Employer Login** on top right corner. Once you are logged in you will see your dashboard that looks like this. Here you can:

- See a searchable list of all your employees on the plan
- Access your bill online
- Pay your bill electronically each month
- Access membership cards
- Manage users on your account
- See payment details

Vision Care Direct My Account Log out

Group ID: 8941
Group Name: CSR Group
Address: PO Box 703
 Magna UT 84044
Primary Contact: Shawn Fenus

Amount Due: \$20,273.32
Pay Bill

[Edit Company Profile](#)

Members | [Billing](#) | [Payments Details](#) | [Membership Cards](#) | [Users](#)

[Add Member](#) Show Dependents Active ▾

Name	ID	Relationship	Coverage Started	Active	Edit
Aspen, Jenny	20651754	Self	02/01/2022	✓	✖
Baker, April	20618656	Self	12/01/2020	✓	✖
Barker, Bob	20536379	Self	04/01/2019	✓	✖
Barker, Sheri	20536380	Spouse	04/01/2019	✓	✖
Batman, Wayne	20614612	Self	10/01/2020	✓	✖
Bean, Joe	20666277	Self	11/01/2022	✓	✖
Bean, Jane	20666278	Spouse	11/01/2022	✓	✖
Beck, Cassie	20578656	Self	03/01/2020	✓	✖
Bell, Larry	20669246	Self	10/01/2022	✓	✖
Bird, Tweety	20534474	Self	03/01/2019	✓	✖
Bradshaw, Terry	20624218	Self	03/01/2021	✓	✖
Bradshaw, Tammy	20624219	Spouse	03/01/2021	✓	✖
Bunny, Bugs	20531343	Self	01/01/2019	✓	✖
Cat, Stimpson	20543595	Self	04/01/2020	✓	✖
Cat, Jan	20613415	Child	09/01/2020	✓	✖
Cat, Ren	20543596	Child	08/01/2019	✓	✖
Clause, Santa	20620816	Self	01/01/2021	✓	✖
Clause, Mrs	20620817	Spouse	01/01/2021	✓	✖

Billing Page Details

Here you can access and print your current or past bills for review. You can also see adjustment details by clicking on the amount.

Click on the icon to open your bill in an excel or PDF version.

Click on amount to see details in a new window.

Vision Care Direct My Account Log out

Group ID: 1234
Group Name: One Group
Address: 123 Street
City, ST, 23456
Primary Contact: John Smith
[Edit Company Profile](#)

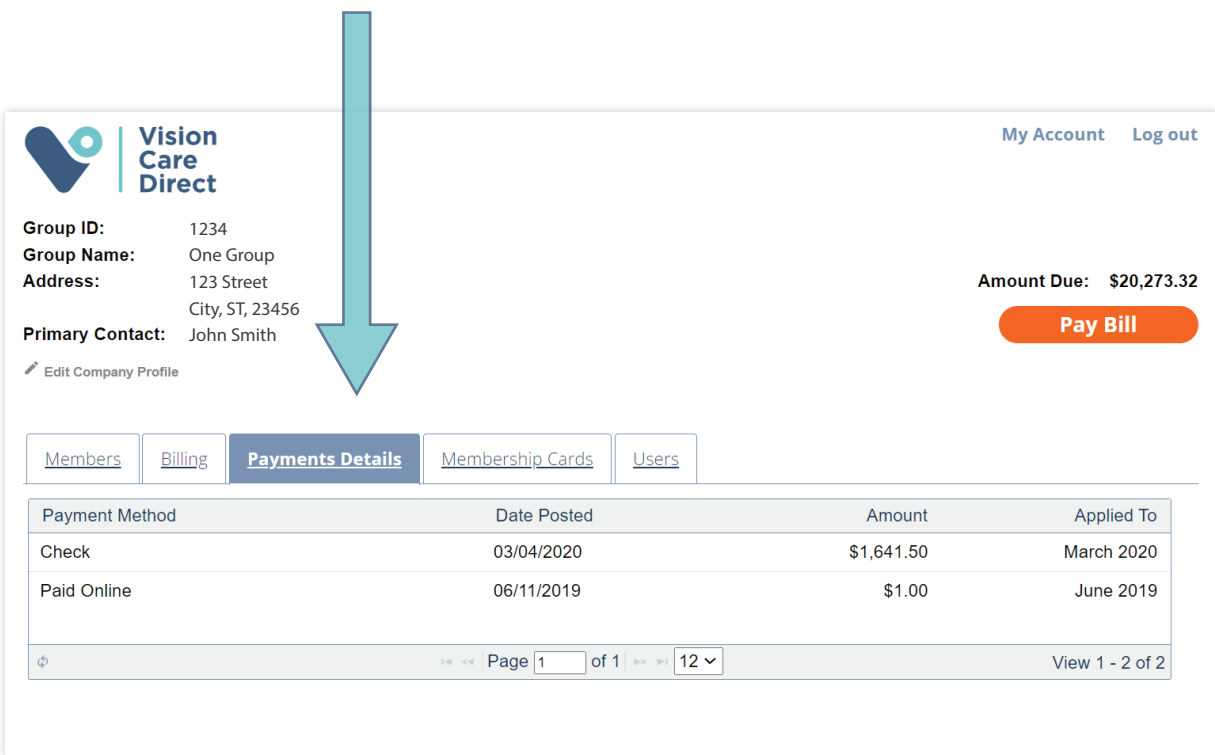
Amount Due: \$20,273.32
Pay Bill

[Members](#) **Billing** [Payments Details](#) [Membership Cards](#) [Users](#)

Statement	Balance Forward	New Charges	Adjustments	Ending Balance
January 2024	\$19,782.02	\$491.30	\$0.00	\$20,273.32
			12/25/2023 - 1/24/2024	
December 2023	\$19,301.72	\$480.30	\$0.00	\$19,782.02
			11/25/2023 - 12/24/2023	
November 2023	\$18,821.42	\$480.30	\$0.00	\$19,301.72
			10/25/2023 - 11/24/2023	
October 2023	\$18,341.12	\$480.30	\$0.00	\$18,821.42
			9/25/2023 - 10/24/2023	
September 2023	\$17,860.82	\$480.30	\$0.00	\$18,341.12
			8/25/2023 - 9/24/2023	
August 2023	\$17,380.52	\$480.30	\$0.00	\$17,860.82
			7/25/2023 - 8/24/2023	
July 2023	\$16,900.22	\$480.30	\$0.00	\$17,380.52
			6/25/2023 - 7/24/2023	

Payments Details

When you click on the Payments Details tab it will open a window showing recent payments.



The screenshot shows the Vision Care Direct account interface. At the top left is the logo and name. To the right are links for 'My Account' and 'Log out'. Below the logo, account details are listed: Group ID (1234), Group Name (One Group), Address (123 Street, City, ST, 23456), and Primary Contact (John Smith). An 'Amount Due' of \$20,273.32 is shown with a 'Pay Bill' button. A navigation bar contains tabs for 'Members', 'Billing', 'Payments Details' (which is highlighted and pointed to by a large blue arrow), 'Membership Cards', and 'Users'. Below the tabs is a table of recent payments with columns for Payment Method, Date Posted, Amount, and Applied To. The table shows two entries: a check for \$1,641.50 dated 03/04/2020 applied to March 2020, and a paid online payment of \$1.00 dated 06/11/2019 applied to June 2019. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'View 1 - 2 of 2'.

Group ID: 1234
Group Name: One Group
Address: 123 Street
City, ST, 23456
Primary Contact: John Smith
[Edit Company Profile](#)

[My Account](#) [Log out](#)

Amount Due: \$20,273.32
[Pay Bill](#)

[Members](#) [Billing](#) **[Payments Details](#)** [Membership Cards](#) [Users](#)

Payment Method	Date Posted	Amount	Applied To
Check	03/04/2020	\$1,641.50	March 2020
Paid Online	06/11/2019	\$1.00	June 2019

Page 1 of 1 | View 1 - 2 of 2

Users Page

On this page you can manage users on your account

Vision Care Direct

My Account Log out

Group ID: 1234
Group Name: One Group
Address: 123 Street
City, ST, 23456
Primary Contact: John Smith

[Edit Company Profile](#)

Amount Due: **\$20,273.32**

Pay Bill

[Members](#) [Billing](#) [Payments Details](#) [Membership Cards](#) **Users**

ID	Name	Email	Permission	Enabled	Change Password
jsmith	John Smith	jsmith@email.com	Group User	✓	*
csrGroupUser	CSR User	name@email.com	Group User	<input checked="" type="checkbox"/>	
csrgroupuser2	csr group2	group@email.com	Group User	<input checked="" type="checkbox"/>	
olivert	Oliver Tyler	firstlastname@email.com	Group User	<input checked="" type="checkbox"/>	
abcd	Name	firstlastname@email.com	Group User	<input checked="" type="checkbox"/>	
carrots	Bugs Bunny	a@a.com	Group User	<input type="checkbox"/>	
tl24	Tory Lars	whothis@email.com	Group User	<input type="checkbox"/>	

Online Bill Pay Process

You can click **Pay Bill** on any page to process a payment for your group.

Fill out the form and click **Pay** to process your payment.

We do not store any financial information to protect your information. This means you will have to complete the form each time you wish to make a payment online.

Pay Bill ✕

Payment Amount

Total Amount Due \$20,273.32

Other Amount \$

Payment Details

Bank Draft Payment

Bank Name

Routing Number

Account Number

Company

Name

First Name

Middle Name

Last Name

Mailing Address

Street

City

State... Zip

Phone Number

We do not store credit card or banking information.

Pay **Cancel**

**Please note: your bank statement will show the payment was made to:
Independent Eye Care Professionals NOT Vision Care Direct.**

Member Details & Membership Cards

Click on any member from the members list in the dashboard to view an employee details including their eligibility, payment summary and family members on the plan. You can also find your employees from the search box.

The screenshot shows a dashboard with tabs for 'Members', 'Billing', 'Payments Details', 'Membership Cards', and 'Users'. Below the tabs are buttons for '+ Add Member', 'Show Dependents', and a dropdown menu set to 'Active'. A search box labeled 'Filter by Name or ID' is on the right. A table lists members with columns for Name, ID, Relationship, Coverage Started, Active, and Edit. Three teal arrows point to the '+ Add Member' button, the 'Membership Cards' tab, and the search box.

Name	ID	Relationship	Coverage Started	Active	Edit
Aspen, Jenny	20651754	Self	02/01/2022	✓	✖
Baker, April	20618656	Self	12/01/2020	✓	✖
Barker, Bob	20536379	Self	04/01/2019	✓	✖

Members' list

Membership Cards can also be accessed from here.

Member search box

You can also print Membership Cards from the employee details page.

The screenshot shows the Vision Care Direct interface for an employee named 'Bugs Bunny'. It includes the company logo, 'My Account' and 'Log out' links, and a summary of group and plan information. Below this are tabs for 'Eligibility', 'Payments Summary', and 'Members On Plan'. A 'Print Card' button is highlighted with a teal arrow pointing to it from the text 'Click here to print Member card'. Below the button are radio buttons for 'VCD Flex Plan' and 'Platinum Complete 160'. At the bottom, there are two tables showing exam and other service details.

Group: CSR Group
Coverage Start Date: 1/1/2019
Vision Plans: Platinum Complete 160, VCD Flex Plan

Eligibility | Payments Summary | Members On Plan

Print Card ← Click here to print Member card


Vision Plan: VCD Flex Plan Platinum Complete 160

EXAMS	Eligible	PLAN ALLOWANCE	MEMBER RESPONSIBILITY
Flexible Exam Benefit Flexible Exam Benefit		\$65.00	\$0.00

OTHER SERVICES	Eligible	PLAN ALLOWANCE	MEMBER RESPONSIBILITY
Retinal Photography Retinal Photography		100% after member responsibility	\$39.00

Printing Membership Card

You can print Member cards from the business portal as needed. They are also printed and mailed to every primary member of a new group. **MEMBERS DO NOT NEED A CARD TO UTILIZE BENEFITS** at any VCD in-network provider offices. Providers will be able to look up membership details with their name and date of birth.



P (877) 488-8900
F (844) 810-8643

405 S Holland, Suite A, Wichita, KS 67209
www.VisionCareDirect.com

BUGS BUNNY
1234 CANDYCANE LANE
KANSAS CITY, MO 64105

Dear Bugs,

Welcome to Vision Care Direct! We are thrilled to have the opportunity to provide you exceptional value through your new vision plan benefits and high-quality customer support that is second to none.

To ensure you get the most out of your Vision Care Direct membership, we've included some helpful tips with step-by-step instructions below:

HOW TO FIND A VCD IN-NETWORK PROVIDER


1. Go to www.visioncaredirect.com
2. At the top right of the page, click on the link that says "Find a Doctor"
3. Enter your desired search parameters and click "Search"
4. From here you can filter your results to suit your specific needs, including finding a VCD PLUS provider to receive enhanced benefits for your VCD PLUS plan.

HOW TO CHECK ELIGIBILITY, VIEW FULL PLAN DETAILS, SEE USAGE HISTORY AND MORE

1. Create a user account by going to www.visioncaredirect.com
2. Click "Members Login"
3. Complete the "Create an Account" section on the right and follow the prompts
4. Once your user account is created, you can return to the "Members Login" page to log in

If you have any questions or need additional assistance, our customer service team would be more than happy to help. Give us a call at (877) 488-8900 or send us a note online at www.visioncaredirect.com/contact.

Thank you for choosing Vision Care Direct!



www.visioncaredirect.com

BUGS BUNNY
Member Identification Number
20531343
No. of Dependents: 0

Group ID No. **8941**
Frame Allowance **\$160**
Contacts Allowance **\$160**

Benefit Frequency:
Eye Exam 12 Months
Frames 12 Months
Lenses 12 Months

Time of Service Fees:
Eye Exam **\$15**
Spectacle Lenses **\$15**

Membership Plan **Platinum Complete 160**
Customer Service **(877) 488-8900**


HERE'S YOUR MEMBERSHIP CARD

Tear this card out to take with you to your next eye appointment.

Note: A membership card is not required in order to receive your vision benefits


Changing Password

You can change your password easily by clicking on the Users tab on the home page. Click on “Change Password” for the user you want to edit.



ID	Name	Email	Permission	Enabled	Change Password
jsmith	John Smith	jsmith@email.com	Group User	✓	✱
csrGroupUser	CSR User	name@email.com	Group User	✓	
csrgroupuser2	csr group2	group@email.com	Group User	✓	
olivert	Oliver Tyler	firstlastname@email.com	Group User	✓	
abcd	Name	firstlastname@email.com	Group User	✓	

Fill out all the info in the next screen with the new password.



Members Billing Payments Details Membership Cards **Users**

ID

1 Login

2 Notify

3 Confirm

Update Your Account Information

First Name *

Last Name *

User Name *

Password must be 8 characters long and have at least one upper case letter and a number.

New Password *

Repeat Password *

Select security question and provide your answer.

Question *

Answer *

Previous **Next** Finish

Click Next to continue.

On the next screen you can indicate whether you want verification done through email or text message. See next page...

Update Your Account Information

1 Login

2 Notify

3 Confirm

Mobile Number

Email Address *

Please select one of the following options to receive notifications and verification codes.

SMS (mobile phone)

Email Message

If notification options are unfamiliar, please call 877-488-8900.



Click Next to continue.

Confirm your choices on the following page and you're done.



THANK YOU

you for allowing us the privilege of providing your company with the vision plan for your employees.

(877) 488-8900 | sales@VisionCareDirect.com

405 S Holland, Suite A, Wichita, KS 67209 | www.VisionCareDirect.com