



Envolve Vision is a leader in exceptional, tailored vision benefits and services for Medicaid, Medicare, and Marketplace member products. Every quarter we share key news that you can use to best serve your patients.

Changes In Local Markets

Below are important upcoming changes:

- **Delaware** – Ambetter Health, a health insurance marketplace product, is expanding into Delaware. This plan goes live January 1, 2024.
- **Other States** – In addition to Delaware, Ambetter will also expand membership into new counties in active markets including Illinois, Kentucky, Louisiana, Michigan, North Carolina, Ohio, Oklahoma, and Washington.
- **Ohio Medicaid** – Please ensure your demographics for billing and rendering are accurate in the ODM PMF system and match the claim detail you are submitting. Misaligned details on your vision claims may cause denials and require your attention to resubmit properly. For questions, please visit the ODM website link here: [Resources for Providers \(ohio.gov\)](#).

More information from Envolve Vision will be coming soon.

Wellcare Medicare and Ascension Complete— Change in 2024 Benefit Administrator

As previously communicated, Wellcare Medicare Advantage will change vision benefit administrators to Premier Eye Care effective Jan. 1, 2024. Please look for further communications, both from Envolve and Premier, containing details on joining their provider network. We encourage you to enroll with the new administrator to ensure uninterrupted care for Wellcare Medicare Advantage members.

Headache Codes Clinical Policy Update

Envolve Vision's Clinical Policy OC.UM.CP.0013 Routine (Preventive) Eye Examination has been updated. The following changes will take effect for claims submitted on or after October 1, 2023:

- Headache codes R51.0 and R51.9 have been removed from Envolve's list of medical indications for routine eye examinations (service codes: 92002, 92012, 92004, 92014, S0620, S0621).
- ICD-10 codes R51.0 and R51.9 may be payable for other medical eye services. Please reference applicable clinical policies for a list of covered medical indications and corresponding plan specifics for routine and medical coding and coverage details.

Clinical Policy	Policy Title	Update
OC.UM.CP.0013	Preventive (Routine) Eye Examination	Annual Review; Removed diagnoses related to headaches as medical indications for routine (preventive) examination; Updated References.

These changes cover **all states except Texas**. Please contact Customer Service with any questions. For a complete list of Envolve Vision's Clinical Policies, log in to Eye Health Manager or visit envolvevision.com/policies.

Does Your Office Support Sign Language?

CMS issued its annual Medicare Advantage Final Rule effective January 1, 2024. The Final Rule requires health plans to publish the availability of cultural and linguistic capabilities (including American Sign Language) offered in provider offices. If your office provides any of these accommodations, please update your practice information using the [Provider Update Form](#). Your updated information will display on the Find a Provider directory helping our members find the eye care professionals that best meet their needs.

Enroll With Your State to Administer Medicaid

If you are contracted with us to see Medicaid members, please check that you are also registered with your state to administer Medicaid benefits to members. The Centers for Medicare & Medicaid Services (CMS) requires all providers who receive payment for members by a managed care organization (MCO) to be screened and enrolled with their state. For more information regarding your state and how to register, visit envolvevision.com/notice.



HIPAA And Online Safety

When using social media platforms for business purposes, it is important to remain HIPAA-compliant by knowing what can be posted and ensuring all employees have been trained on HIPAA rules, even those who do not have direct access to patient protected health information (PHI).

Posting a patient's PHI on a public social media network is a HIPAA violation. Being knowledgeable of what constitutes PHI will help to avoid a violation. With patient consent you can post their approved PHI to social media, but it can be nearly impossible to remove it if that patient revokes authorization: "Once something is posted on social media, you have no control over what happens to it. If the subject of the PHI subsequently wants to revoke an authorization, you cannot comply with the request because you have no control over who has seen the post or what copies have been made."

Knowing the rules around PHI is especially important when it comes to responding to patient reviews online. Many practices have received fines for violating HIPAA rules when replying to patient reviews online by disclosing too much information publicly.

Source: [HIPAA And Social Media Guidelines](#)

2023 Provider Satisfaction Surveys

Envolve sends a Provider Satisfaction Survey yearly to receive feedback on how we are doing and how we can better serve you. Providers are encouraged to give feedback regarding credentialing, customer service, utilization management, claims, coordination and quality of care, and general experience.

Surveys were initially sent to providers in May and to ensure you have an opportunity to reply, new survey links were sent out in August to the email we have on file for your office(s). Please check your spam/junk folders as the email will be sent from an external source (Qualtrics). We look forward to hearing from you!

Cultural Competency

Envolve Vision is dedicated to delivering eye care services that are culturally and linguistically suitable, upholding the dignity and value of every individual member. These services are intended for individuals regardless of age, gender, race, color, religion, sexual orientation, and/or national origin, disability, mental or physical disability, or limited English proficiency.

Envolve Vision places emphasis on providing exceptional eye care through culturally competent staff, providers, and contractors. The organization encourages the nurturing of positive relationships between providers and members, promoting fair and equal treatment while increasing cultural consciousness.

Furthermore, Envolve Vision has embraced the Culturally and Linguistically Appropriate Services Standards, as formulated by the Department of Health and Human Services, Office of Minority Health. These standards serve as a crucial resource in providing services that are attuned to cultural sensitivities.

Envolve Vision encourages its participating providers to complete [the U.S. Department of Health and Human Services Physician Practical Guide to Culturally Competent Care](#), which equips healthcare professionals with the skills necessary to better treat the diverse populations that they serve.



If you have completed Cultural Competency training, please update your status on our [Provider Update Form](#) online.

Centene Community Involvement

Centene, parent company to Envolve Vision, works with our local communities to ensure members are getting the care they need.

- **Trillium Community Health Plan** in Oregon partners with a local organization to bring fresh fruits and vegetables to individuals and families in underserved areas to help address food insecurity.
- **Sunshine Health** team members from around the state of Florida quickly mobilized to purchase, transport and distribute food and supplies, such as water, shelf-stable foods, diapers and hygiene items, to impacted areas in Horseshoe Beach, Live Oak, Madison, Mayo, Perry, Trenton and Suwannee after hurricane Idalia made landfall.

No Envolve Fees for EFTs

Envolve Vision has partnered with PaySpan Health to deliver Electronic Funds Transfers (EFTs) and Electronic Remittance Advice (ERAs). PaySpan Health is a **free** solution with the online presentment of remittance/vouchers and straightforward reconciliation of payments. PaySpan empowers our providers to:

- Reduce costs
- Speed secondary billings
- Improve cash flow
- Help the environment by reducing paper usage

How to Register for PaySpan

- Call 877-331-7154, Option 1 from 8 a.m. to 8 p.m. ET for your unique registration code.
- Go to payspanhealth.com and click the *Register Now* button.
- Enter your Registration Code and click *Submit*.

Member Eligibility Reminder

It is essential to review member eligibility before providing any services. This practice ensures that the services rendered are appropriately covered by the member's health plan, reducing potential reimbursement issues and ensuring compliance with regulations. Maintaining an eligibility verification process helps both providers and members.

No Referrals Required for Eye Exams

When scheduling eye exams for patients, referrals from primary care physicians (PCPs) are not required when seeing a participating optometrist or ophthalmologist. Questions? Please contact Customer Service.

Keep Your Practice Information up to Date

Any time your office has a change in information, please make sure that you let us know. The more accurate your information is with us, the easier it is for members to work with all of us. To make an update, simply fill out the [Provider Update Form](#) located on the home page of the secure [Eye Health Manager](#).

With this form you can:

- Add a new location
- Billing/Mailing address change
- Update information on your practice (office hours, services, age limitations, Handicap accessibility, etc.)
- Report an office closing
- Add providers to your practice

All updated information will be available on the [Find a Provider](#) directory.

HEDIS Training and Tips in One Place

Help your patients with diabetes and reduce administrative burdens. Enolve offers a dedicated [HEDIS Training and Tips](#) website to determine CPT II and other supplemental codes to use for diabetic retinal exams. Routine retinal evaluation is recommended to reduce the risk of diabetes-related blindness.

REMINDER: You must bill a dollar amount greater than or equal to the reimbursement rate to receive reimbursement. Please review your fee schedule and remember to submit the appropriate CPT II codes referenced at [HEDIS Training and Tips](#).

Wildfire and the Effects on Eye Health

With the incidence of wildfires increasing across the globe, vision specialists have increasing concerns about the effect of wildfire smoke on eye health. With more than 37 million acres destroyed by wildfires in Canada, the damage is more than double the previous record of 1995. The air quality index (AQI) in some areas has fluctuated between “dangerous for sensitive groups” and “hazardous for all,” prompting health advisories for residents to stay indoors, shut windows, and wear masks outdoors.

Eye specialists in areas affected by wildfire smoke have seen increases in short-term symptoms such as dryness, itchiness, and pain. Researchers are trying to learn more about the effects of wildfire smoke on eye health, as long-term effects are unknown.

The key concern for eye health is particulate matter, especially PM2.5. It’s linked to conjunctival diseases, dry eyes, corneal stress, and elevated risk of glaucoma and macular degeneration. A review that includes [research from New Delhi](#), India, where elevated PM2.5 levels are common, shows ocular diseases from pollution can cause discomfort and cellular changes.

The effects go beyond dry eyes, with inflammation, intraocular pressure elevation, and retinal diseases tied to pollutants. PM2.5’s role in glaucoma is noted by [Canadian researchers](#). Glaucoma rates rise with PM2.5 exposure, while other pollutants show no correlation. PM2.5 is particularly harmful for late age-related macular degeneration (AMD). [Shanghai Medical College research](#) demonstrates PM2.5’s direct ocular tissue impact. The study finds increased ocular hypertension and glaucoma through induced inflammation and oxidative stress.

A [Hangzhou, China study](#) reveals that daily particulate levels forecast same-day dry eye patient visits, indicating immediate effects. Lasting effects extend up to 2 and 3 days. Prolonged exposure to excessive PM2.5 escalates dry eye disease risk.

With these details in mind, eye care specialists can suggest the following to help protect their patients:

- Consider lubricating eye drops to reduce ocular irritation
- Avoid rubbing your eyes to prevent transferring dust and particles
- Keep windows and doors closed when particulate levels are high
- Replace air conditioning filters regularly to maintain clean, low-particulate indoor air
- Avoid fireplaces and candles to minimize smoke and particulates indoors

Sources:

[Eye and the storms](#)

[Concern over unknown long-term effects of wildfire smoke](#)

[Wildfire Particulate Matter Poses Immediate and Long-Term Threats to Eyes](#)

[Critical Review of Health Impacts of Wildfire Smoke Exposure](#)

Timely Access to Care

Please refer to the chart below for guidance on patient access to care timelines. If you have any queries, please don't hesitate to get in touch with our Customer Service for assistance.

Type of Care	Texas	All Other States
Routine	14 days	Within 2 weeks
Sub-Acute Problem	14 days	Within 2 weeks
Chronic Problem	21 days	Within 4 weeks
Urgent (not life-threatening)	Within the same office day	Within the same office day

VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves



32 STATES +
PUERTO RICO



26,000
PROVIDERS



1.4M MEDICARE
LIVES



3.6M
HEALTH INSURANCE
MARKETPLACE LIVES



12.7M
MEDICAID LIVES

About Envolve Vision

For more than 30 years, **Envolve Vision** has partnered with vision care providers across the country to administer eye care programs that meet the needs of our members. You are among 26,000+ unique eye care providers, including independent providers and popular retail chains, within our network. Thank you for partnering with us to provide quality vision services to your patients.

envolve
Benefit Options