

QUARTER 4 GET 2022

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TOZ THE ENOLVE VISION PROVIDER NEWSLETTER

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

New Year, New Patients in View

With 2023 just around the corner, Envolve Vision is adding new members and providers to our Medicare and Marketplace health plans.

Our parent company, Centene, includes vision coverage in 100% of its Medicare plans. With 1.6 million Medicare and 2 million Marketplace members across the country, providers in your office are likely contracted to see our Wellcare*, Ascension Complete, and Ambetter patients when they call for a vision appointment.

- Learn more about all plans in your state at envolvevision.com/mystate.
- Easily verify member eligibility at envolvevision.com/logon.

Still not sure which plans are included?

Give us a call. We're here to help. Thank you for welcoming our new members to your practice.



Marketplace
members in
25 states -
NEW! Alabama



Medicare
Advantage
members in
29 states

Ascension
Complete

Medicare
Advantage
members in
8 states

**Select states have exceptions for Wellcare Medicare administration. AZ, CA, and WA are managed through EyeMed. OR is split between EyeMed and Envolve. In OH, Envolve manages Wellcare By Allwell Medicare. Always check eligibility at envolvevision.com/logon before rendering services.*

Ambetter Changes for 2023

Ambetter Health is America's #1 Marketplace health insurance*, with Envolve serving more than 2,000,000 members in 25 states.

Ambetter plans are designed for individuals and families who may not qualify for Medicaid or other health coverage. More than 90% of Ambetter members are eligible for subsidies. Envolve offers quality, comprehensive, and affordable Exchange plans for any budget.

This year, we're pleased to welcome new providers and members in **Alabama**.

**Statistical claims and the #1 Marketplace Insurance statement are in reference to national on-exchange marketplace membership and based on national Ambetter data in conjunction with findings from 2021 Rate Review data from CMS, 2021 State-Level Public Use File from CMS, state insurance regulatory filings, and public financial filings.*

Coming Soon – Annual Provider Compliance Training

To comply with CMS training requirements related to First Tier, Downstream and Related Entities (FDR), all Medicare contracted providers are required annually to attest that they have completed the Medicare Compliance Trainings for themselves and their staff. We have implemented a new process for disseminating the trainings and attestations through the Envolve Vision website to make it a more seamless process for providers. In the coming weeks, you will receive an email from EBO Communications with instructions on how to access the new website.

Online Enhancements

Updated Medicare Benefit Tool

We are excited to announce the launch of Envolve Vision's re-designed *Benefit Search Tool* for Wellcare Medicare and Ascension Complete!

Enhancements include:

- An intuitive, easy-to-use design
- Compliance with accessibility standards
- Allowing user to search by market/product or Medicare contract number
- Rendering in mobile devices
- Printable benefit information
- Links to the plan's Find-a-Provider and Wellcare's Member Portal

The tool can be accessed at envolvevision.com/benefits.

Look for the New 2023 Member ID Cards

New year, new member ID cards! Take a minute to check envolvevision.com/mystate to view updated ID cards for 2023.



Important Clinical Policy Updates

Be sure to stay up to date on all clinical policies and procedures through the Eye Health Manager! Below are a few that have been recently updated:

- **Medically Necessary Hardware (OC.UM.CP.0006):** Added ICD-10 codes corresponding to medical indications for disposable contact lenses.
- **Preventative (Routine) Eye Examination (OC.UM.CP.0013):** Added ICD-10 codes for refractive hardware to policy Attachment A. Updated references.
- **Scanning Computerized Ophthalmic Diagnostic Imaging (SCODI) (OC.UM.CP.0014):** Removed vitreous membranes, strands and degeneration from medical indications for posterior segment, retina 92134 – SCODI.
- **Photodynamic and Intravitreal Therapies and Pharmaceuticals (OC.UM.CP.0040):** Removed policy content related to Macugen (discontinued); Updated HCPCS coding for Vabysmo; Added chronic central serous retinopathy to clinical indications for PDT; Updated references.
- **Telehealth Services (OC.UM.CP.0084):** Added Ohio specific requirement to use the GT modifier for telehealth services.

Disability Access is Crucial to Your Patients

Help Envolve provide its members and your patients access to accessibility details and other information that makes visiting your office and receiving quality healthcare and services easier. By participating in the Provider Accessibility Initiative (PAI), you will ensure that these members have the most up-to-date information on your location on our Find a Provider tool. Since this information is self-reported by you, your participation is especially valuable to the most vulnerable people in our communities.

We understand how important your time is. We believe everyone deserves equal access to quality healthcare and services. You can help make that a reality. [Please fill out the survey](#). It only takes a few minutes per location and will make a world of difference to the patients who need the most help!



[Click here to take the survey!](#)



No PCP Referrals Required

Referrals from a PCP are not required for members to schedule an appointment. Envolve members may schedule an appointment with any participating optometrist or ophthalmologist. Questions? Please reach us at envolvevision.com or call Customer Service.

Updating Your Information is Easy

Keeping your office, contact, and accessibility information up to date is essential for our members to receive high quality healthcare and services in reasonable timeframes. Please submit any changes immediately by:

- Completing the “Provider Update Form” by clicking the *Online Provider Update Form* link,
- Emailing us, or
- Giving us a call

For more information, please visit envolvevision.com.

Don't Wait to be Paid

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 online presentment of remittance/ vouchers, 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*.

Timely Access to Care

Use this chart to determine time frames for patient access to care. Remember, referrals from a primary care physician (PCP) are not required for a member to schedule an eye exam with any participating optometrist or ophthalmologist. Questions? Please contact Customer Service.

| 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 days | Within the same office day |



VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves



32 STATES +
PUERTO RICO



25,000+
PROVIDERS



13.3M
MEDICAID LIVES



1.6M MEDICARE
LIVES



2M HEALTH INSURANCE
MARKETPLACE 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 25,000+ 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

