



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 you can use to best serve your patients.

Important Information about the Medicaid Program for All Providers in Puerto Rico

Past communications have informed you of the deadline of December 31, 2021, for providers to enroll in the Provider Enrollment Portal (PEP) of the Puerto Rico Medicaid Program (PRMP). This requirement applies to all providers who provide, bill, order, prescribe, or refer Medicaid beneficiaries under the Plan de Salud del Gobierno de Puerto Rico, Vital, and all providers who receive Medicaid funds under the Medicare Platino Plans for wraparound services. Providers who do not enroll via the PEP by this deadline will no longer be able to submit claims for reimbursement with Medicaid funds to date of service on and after January 1, 2022.

As of December 23, 2021, the Governor of Puerto Rico has put a deferment of this requirement in place. Please take advantage of this extension to fully enroll your billing and rendering NPI with PRMP.

Review the full Governor's Letter here.

[Información importante sobre el Programa Medicaid de Puerto Rico para Aseguradoras y Proveedores. \(envolvevision.com\)](#)

Do you have questions about how to enroll? [Learn more in the FAQ.](#)

2022 MCS and MMM of PR Benefits

[Please click here](#) to view the MCS Benefit Summary and the MMM Benefit Summary.

2022 Annual Provider Training – FWA & Maintenance of Certification is Coming Soon!

Please be on the lookout for these important documents. Individual attestation is required each year per the Centers for Medicare & Medicaid Services (CMS). Check your spam and junk email accordingly so as not to miss this required action.

Cultural Competency is a Core Value

Cultural competency is a set of behaviors, policies, and attitudes that harmoniously come together in a system, agency, or among healthcare professionals to bolster effectiveness in cross-cultural situations. It is the willingness and ability of a system to value the importance of culture in the delivery of services to all segments of the population.

To provide culturally competent and proficient medical services, providers must ensure that patients have access to medical interpreters, signers, and TTY services. Any services provided to facilitate communication are at no charge to the patient.

Help Improve Disability Access to Your Vision Practice

To improve healthcare access for patients with disabilities, [please participate in the Provider Accessibility Initiative \(PAI\)](#). The goal of the PAI is to ensure that our members have the most up-to-date information on your location. Since this information is self-reported by you, your participation is especially valuable to the most vulnerable people in our communities.

The CDC reports that [26% of adults in the United States live with a disability](#). Adults with disabilities carry additional barriers as well:

- 1 in 3 (ages 18-44) do not have a usual healthcare provider and/or have an unmet healthcare need due to cost
- 1 in 4 (ages 45-64) did not have a routine checkup in the past year

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 and help new patients easily find your accessible practice. [Please fill out the survey](#). It will make a world of difference to the patients who need the most help!



Referrals Not Needed

As a reminder, referrals from a primary care physician (PCP) are not required for a member to schedule an eye exam with any participating optometrist or ophthalmologist. If you have any questions, please contact Customer Service.

Review Updated Clinical Policies

Envolve Vision's clinical criteria, provider manuals, policies and procedures are available by logging into Eye Health Manager at envolvevision.com/logon.

Once logged in, clinical policies are under *Provider Resources > Policies and Procedures > Utilization Management*. Important reminders, notices, plan specifics, and provider manuals can be found in the *Providers* and *Provider Resources* tabs. These are communicated to providers via fax, mail, or email.

Clinical policies are reviewed quarterly and updated as needed.

Keep Your Office Hours Updated

During the pandemic, your office may have had changes to office hours or closed some office locations. Be sure to keep information current using one of the following methods. If your office has recently updated its hours due to COVID-19, please verify that these times are correct.

- Log in to our [Eye Health Manager](#)
 - > Complete and submit the [Online Provider Update Form](#).
- Call your Customer Service number

Do Not Add a Surcharge for PPE

Ensuring patients mask up is a wise move in any medical practice. However, providers may not charge Medicaid or Medicare members for services that include fees to cover the costs of personal protective equipment (PPE) such as infection control, biohazard, or other miscellaneous fees.

PPE should be considered content of service. No existing policies allow these members to be charged an additional fee for PPE.

Appointment Wait Time and Access to Care

As part of Medicaid qualification, Medicaid providers are obligated to meet their state's established wait times. Our Quality Improvement Committee has established the following access to care standards for appointment wait times for eye doctors:

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



VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves



32 STATES +
PUERTO RICO



23,000+
PROVIDERS



12.7M
MEDICAID LIVES



1.6M MEDICARE
LIVES



2M HEALTH INSURANCE
MARKETPLACE LIVES

About Envolve Vision

Envolve Vision, founded in Rocky Mount, NC in 1980, administers fully customizable vision plans to help reduce both client and member costs while still delivering the highest quality vision benefits available. You are among 23,000+ unique eye care providers, including independent providers and popular retail chains, within our network. Together we are educating members on necessary and preventative vision services and making patients healthier and happier, resulting in lower utilization rates, quality performance improvement, and cost-savings for health plans and payers. Thank you for partnering with us to provide quality vision services to your patients. Should you have any questions about your participation on this panel or your Agreement with Envolve Vision, please call Customer Service at (800) 840-7032 or email Network Management at ProviderContracts@EnvolveHealth.com.

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Benefit Options

