



*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.*

## Start Seeing Humana Puerto Rico Medicare Advantage Patients Today

# Humana

Eye Management of Puerto Rico (EMPR) and Envolve Vision are the routine eye care administrators for covered Medicare Advantage members of Humana Puerto Rico. As of January 1, 2024, you can see Humana Medicare members. The reimbursement schedule in your existing Provider Participation Agreement will remain in effect for this membership.

If you have questions, please contact Customer Service at 855-754-4943 or Provider Relations at:



**Raisa Figueroa:** 787-908-1741 email: [Raisa.figueroaortiz@envolvehealth.com](mailto:Raisa.figueroaortiz@envolvehealth.com)

**Joselito Abrew:** 787-946-2275 email: [Joselito.abrew@envolvehealth.com](mailto:Joselito.abrew@envolvehealth.com)

Thank you for providing quality eye care services to Humana Puerto Rico Medicare Advantage members.

## 2024 Member Benefits

Envolve emailed 2024 benefit information grids to providers in January. Please check your spam folder if you did not receive the email. Reminder, you can always validate individual member benefits by using one of these three convenient methods:

1. The Inmediata website at ([inmediata.com](https://inmediata.com))
2. Logging into our provider portal, Eye Health Manager ([envolvevision.com/logon](https://envolvevision.com/logon))
3. Calling Envolve Vision's Customer Service
  - MMM of PR 844-833-1905
  - MCS 855-754-4943
  - HUMANA of PR 877-236-0940

# Why Is Cultural Competency Important?

Cultural competency guidelines are in place to help provide quality care to every member. These guidelines help to prevent health disparities. According to the CDC, even though health overall is better as a nation, there are still a higher “incidence of illness and death among African Americans, Latino/Hispanic Americans, Native Americans, Asian Americans, Alaska Natives, and Pacific Islanders, as compared with the US population as a whole.”

Small habits in your office can make a huge impact on the care each member receives. Making sure to have a medical interpreter for a member whose first language is not English will ensure that member understands what they are being told. Completing trainings to understand cultural beliefs, behaviors will help to recommend appropriate care plans for members whose beliefs, customs differ from your own.

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.

We encourage you 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.

Source: [Cultural Competence In Health And Human Services](#)

# Can Age-Related Macular Degeneration Progression be Slowed?

According to studies compiled by Jennifer Evans and John Lawrenson, it is possible for antioxidant vitamin and mineral supplements to slow the progression of age-related macular degeneration (AMD). 26 studies conducted in the USA, Europe, China and Australia were evaluated. The studies included 11,952 participants between the ages 65 and 75. The sample was 56% female and 44% male. The studies measured whether antioxidant supplements would prevent early and intermediate AMD from progressing to late AMD.

Most of the studies came from the Age-Related Eye Disease Study (AREDS) in the USA. The AREDS study used vitamin C, E, beta-carotene, and zinc. In the follow up AREDS2 study beta-carotene was replaced with lutein/zeaxanthin. Those taking lutein/zeaxanthin may have a slightly better chance of reducing AMD progression. The AREDS studies have been the largest conducted and conclude that the combination of high dosage antioxidant supplements helps to slow ADM progress with minimal side effects.

The evidence collected in all 26 studies suggest with moderate certainty that it is possible for antioxidant vitamin and minerals slow down progression to late AMD. People with intermediate AMD have a higher chance of benefiting from the antioxidant supplements than those with early AMD.

Source: [Antioxidant vitamin and mineral supplements for slowing the progression of age-related macular degeneration](#)



## When to Bill for Missed Appointments

Missed appointments are not covered by Envolv Vision. Any missed appointments by Commercial and Medicare members may be billed to the members if this is the standard procedure in your office. Before the member can be billed for any missed appointment, they must be notified of the office policy either in writing or have it posted prominently in the office location.

## Improve the Health of Diabetic Members

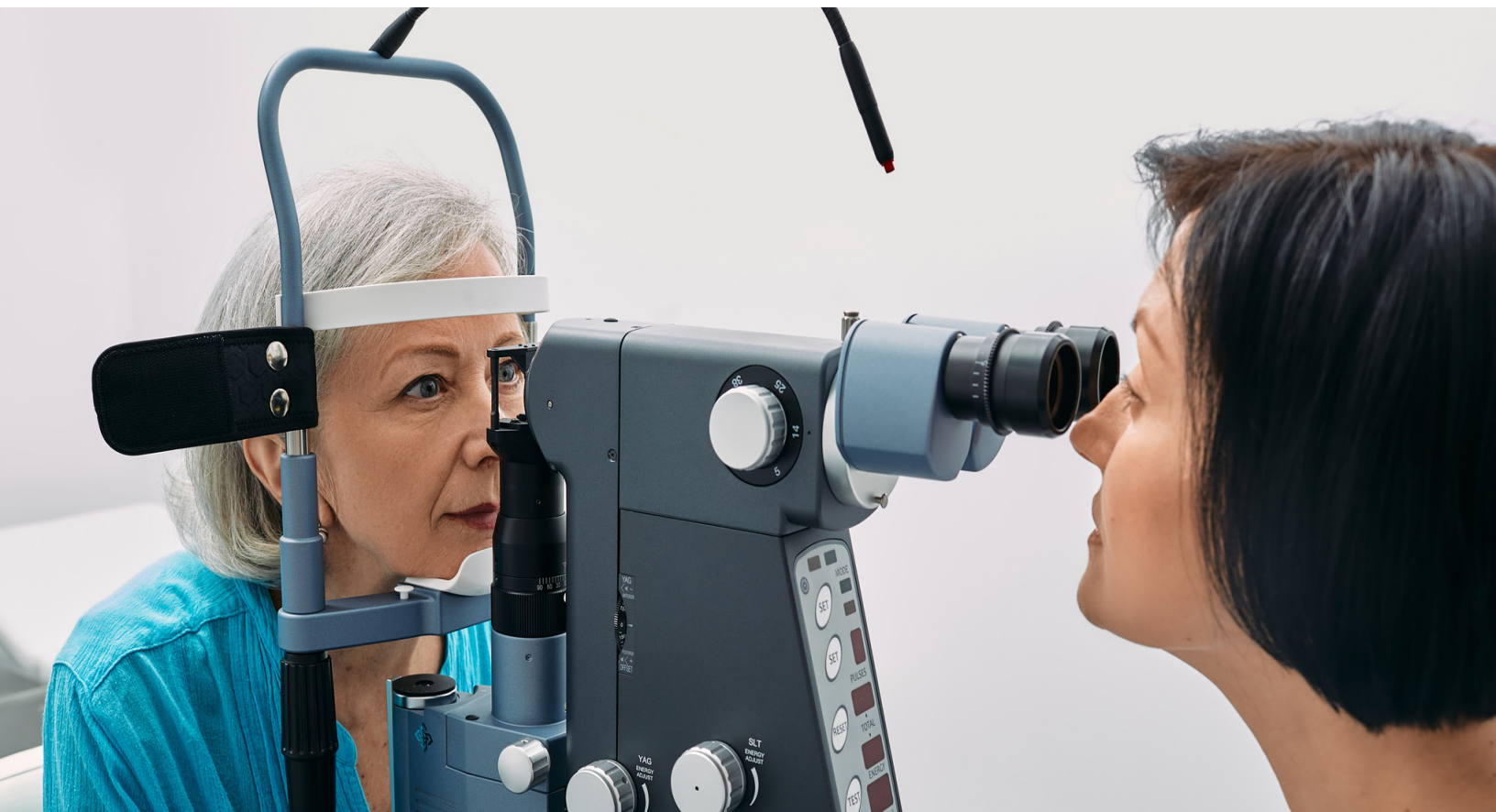
Help your patients with diabetes and reduce administrative burdens. We offer a dedicated [HEDIS Training and Tips](#) website to determine CPT II and other supplemental codes to use for diabetic retinal exams. Routine retinal evaluation is recommended to reduce the risk of diabetes-related blindness.

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](#).

## 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	Time Frame
Routine	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



31

STATES +  
PUERTO RICO



26,000

PROVIDERS



650,000

MEDICARE LIVES



5M

HEALTH INSURANCE  
MARKETPLACE LIVES



11M

MEDICAID LIVES

## About Envolve Vision

A subsidiary of Centene 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**<sup>7</sup>  
Benefit Options

