

QUARTER 4 GET 2022

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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.

Look for the New 2023 Member ID Cards

New year, new member ID cards! Take a minute to check [Where We Serve](#) for Puerto Rico to view the 2023 ID cards.



Billing Reminder for Preventive Services

As part of our ongoing monitoring and training efforts for our business partners on applicable federal and state regulations, we wish to remind you of the importance of ensuring that any services in addition to preventive services performed by contracted providers meet medical necessity criteria and have been requested by patients.

It is important to ensure that our members get preventive testing as part of their health care. However, in order to ensure compliance with the plan, we remind you that:

- You must order preventive tests according to the medical evaluation performed on the patient.
- Additional services that they did not request or that their physician did not order should not be offered to the patient when performing a preventive test in accordance with applicable policies. For example, providers who perform preventive diabetic retinopathy tests, as coordinated with the patient, should not offer the benefit of glasses if it was not requested by the patient. The plan continuously monitors that the services performed have been requested by our affiliates.
- You must invoice according to the place where the service was performed. For example, **office services** must be billed using place of service 11 (POS 11). In the case of providing services **in mobile units**, you must notify the plan to ensure that these services comply with applicable policies and regulations. Services in mobile units must be billed using place of service 15 (POS 15).

Thank you for your participation. Together we will continue to work to provide quality service to affiliates in compliance with regulations. Please share this information with other IPA staff.

Proper Coding for Diabetic Eye Evaluations

Please review the education provided below on correct CPT II coding for diabetic eye evaluations and submit any necessary corrected claims. No overpayment is due.

Identified scenarios constituting incorrect use of 3072F:

1. New patient examination code submitted in conjunction with 3072F. 3072F is used to indicate no retinopathy findings in the previous year. If you are reporting retinopathy status evaluated during the examination being submitted, please select the most appropriate code from the list of codes below that correspond with concurrent evaluation (2022F-2033F).
2. Patient diagnosed with diabetic retinopathy submitted in conjunction with 3072F. 3072F is used to indicate low risk of retinopathy per findings in the previous year's examination. If a patient is diagnosed with diabetic retinopathy during your examination, please select the most appropriate code from the list of codes below that correspond with evidence of retinopathy (2022F, 2024F, 2026F).

| | |
|-------|--|
| 2022F | Dilated retinal eye exam with interpretation by an ophthalmologist or optometrist documented and reviewed; with evidence of retinopathy |
| 2023F | Dilated retinal eye exam with interpretation by an ophthalmologist or optometrist documented and reviewed; without evidence of retinopathy |
| 2024F | 7 standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; with evidence of retinopathy |
| 2025F | 7 standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; without evidence of retinopathy |
| 2026F | Eye imaging validated to match diagnosis from 7 standard field stereoscopic retinal photos results documented and reviewed; with evidence of retinopathy |
| 2033F | Eye imaging validated to match diagnosis from 7 standard field stereoscopic retinal photos results documented and reviewed; without evidence of retinopathy |
| 3072F | Low risk for retinopathy (no evidence of retinopathy in the prior year) |

Diabetic Testing and Billing

Help your patients with diabetes and reduce administrative burdens. Envolve 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](#).



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.

Disability Access is Crucial to Your Patients

To improve healthcare access for our members with disabilities, Envolve's parent company, Centene, has launched a helpful initiative. It's the Provider Accessibility Initiative (PAI). The goal of the PAI is to ensure that these 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.

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!](#)



Updating Your Information is Easy

Any information you need to update in the Provider Directory can be done right from our home page. Simply fill out the "Provider Update Form" by clicking [Online Provider Update Form](#). You may call or email us to update your information if you prefer. To learn more, visit envolvevision.com.

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.

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 | Wait Times |
|-------------------------------|----------------------------|
| Routine | Within 2 weeks |
| Sub-Acute Problem | Within 2 weeks |
| Chronic Problem | Within 4 weeks |
| Urgent (not life-threatening) | Within the same office day |

Don't Wait to be Paid

Enville Vision has partnered with PaySpan Health to deliver Electronic Funds Transfers (EFTs), Electronic Remittance Advice (ERAs). PaySpan Health is a free solution with online presentation 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 www.payspanhealth.com and click the **Register Now** button.
- Enter your Registration Code and click **Submit**.



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.

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Benefit Options

