

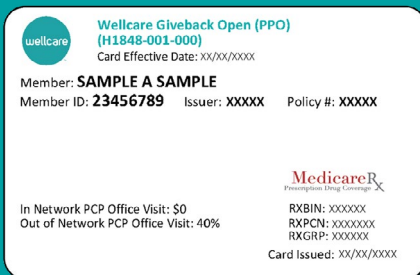
QUARTER 1 **GET** 2023  
**E** NVOLVED  
TOZ THE ENOLVE VISION PROVIDER NEWSLETTER

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

## Welcoming Wellcare Members in 29 States

Thank you for welcoming our Wellcare members to your offices for another year! As a reminder, providers in your office with an Envolve Medicare agreement are contracted to see Wellcare members. To ensure recognition, please share the new ID cards with your office staff.

### WELLCARE



**Wellcare Giveback Open (PPO)**  
(H1848-001-000)  
Card Effective Date: <XX/XX/XXXX>

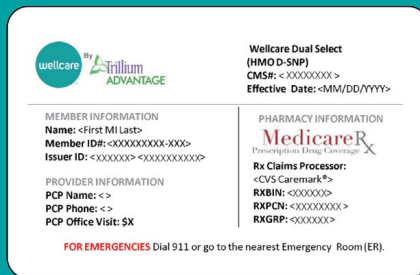
Member: **SAMPLE A SAMPLE**  
Member ID: **23456789** Issuer: XXXXX Policy #: XXXXX

**MedicareRx**  
Prescription Drug Coverage

In Network PCP Office Visit: \$0  
Out of Network PCP Office Visit: 40%

RXBIN: XXXXXXX  
RXPCN: XXXXXXX  
RXGRP: XXXXXXX  
Card Issued: XX/XX/XXXX

### WELLCARE BY TRILLIUM ADVANTAGE



**Wellcare Dual Select (HMO-D-SNP)**  
CMS#: <XXXXXXXXXX>  
Effective Date: <MM/DD/YYYY>

**MedicareRx**  
Prescription Drug Coverage

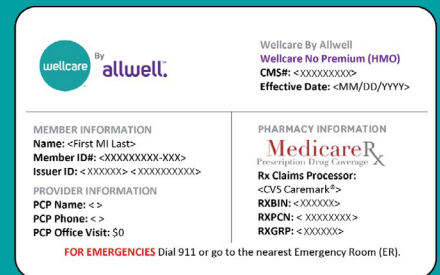
**MEMBER INFORMATION**  
Name: <First MI Last>  
Member ID#: <XXXXXXXXXX-XXXX>  
Issuer ID: <XXXXXXXXXX> <XXXXXXXXXXXXXX>

**PROVIDER INFORMATION**  
PCP Name: <>  
PCP Phone: <>  
PCP Office Visit: \$X

**PHARMACY INFORMATION**  
Rx Claims Processor:  
<CVS Caremark\*>  
RXBIN: <XXXXXXXXXX>  
RXPCN: <XXXXXXXXXX>  
RXGRP: <XXXXXXXXXX>

**FOR EMERGENCIES** Dial 911 or go to the nearest Emergency Room (ER).

### WELLCARE BY ALLWELL



**Wellcare By Allwell Wellcare No Premium (HMO)**  
CMS#: <XXXXXXXXXX>  
Effective Date: <MM/DD/YYYY>

**MedicareRx**  
Prescription Drug Coverage

**MEMBER INFORMATION**  
Name: <First MI Last>  
Member ID#: <XXXXXXXXXX-XXXX>  
Issuer ID: <XXXXXXXXXX> <XXXXXXXXXXXXXX>

**PROVIDER INFORMATION**  
PCP Name: <>  
PCP Phone: <>  
PCP Office Visit: \$0

**PHARMACY INFORMATION**  
Rx Claims Processor:  
<CVS Caremark\*>  
RXBIN: <XXXXXXXXXX>  
RXPCN: <XXXXXXXXXX>  
RXGRP: <XXXXXXXXXX>

**FOR EMERGENCIES** Dial 911 or go to the nearest Emergency Room (ER).

\* Exceptions:

- In AZ, CA, OR, and WA, all Wellcare Medicare plans are subdelegated to EyeMed through Envolve. Please contact EyeMed for claims and eligibility in these locations.
- In ME, MI, and TN, Wellcare Medicare is administered directly through Premier Eye Care
- In OH, Wellcare By Allwell is administered by Envolve while Wellcare is administered through Premier Eye Care

To view a member's benefit summary, try using the [Medicare benefit search](#) tool. The tool is now available on our website.

For more information on plans in your state, please visit us at [envolvevision.com/mystate](https://envolvevision.com/mystate).

# Centene Named to Fortune World's Most Admired Companies List

Centene, the parent company to Envolve Vision, is named in Fortune magazine's 2023 list of the World's Most Admired Companies. Fortune's list includes the most respected and reputable companies around the world, and Centene has made the list five years consecutively.

Sarah London, Centene CEO, credits the recognition to the hard work and dedication of Centene employees who share in the mission to transform the health of our local communities, one person at a time. 2022 was a tough year for many but gave Centene the opportunity to reach out and help the communities that were the most in need. After the tragedies that took place in Buffalo, Uvalde, and the Gulf Coast of Florida, team members from across the company came out to show support in the affected areas.

Envolve Vision is proud to share in the same mission and purpose as Centene. We work each day to ensure our members are living healthier lives.



## Important Clinical Policy Updates

The clinical policies and procedures below have been updated recently. To stay up to date on all changes, be sure to use our [Eye Health Manager](#) provider portal!

Envolve Policy	Policy Title	Update
OC.UM.CP.0006	Medically Necessary Hardware	Updated coverage criteria for polycarbonate lenses and safety frames to include new ICD-10 codes for traumatic brain injuries.
OC.UM.CP.0009	Optic Nerve Sheath Decompression Surgery	Policy CP.MP.128 adopted by Envolve Vision as OC.UM.CP.0009; Added nonpyogenic thrombosis of intracranial venous system as a medical necessity indication; Removed diagnosis code H47.019 due to unspecified eye; Updated references.
OC.UM.CP.0015	Consultations	Revised CPT code descriptors in accordance with AMA modifications; Removed deleted CPT code 99241.
OC.UM.CP.0034	Iris Coloboma	Updated ICD-10 codes supporting coverage criteria to include absence of iris (aniridia).
OC.UM.CP.0035	Refractions	Revised policy criteria to differentiate routine and medical refraction indications.
OC.UM.CP.0046	Visual Therapy	Updated coverage criteria to include new ICD-10 codes for traumatic brain injuries.
OC.UM.CP.0063	Visual Field Testing	Updated coverage criteria to include new ICD-10 codes for traumatic brain injuries.
OC.UM.CP.0070	Visual Evoked Potential	Updated coverage criteria to include new ICD-10 codes for traumatic brain injuries.
OC.UM.CP.0085	Treatment of Meibomian Gland Dysfunction	Expanded policy criteria to include additional non-covered procedures and devices.
OC.UM.CP.0086	Electroretinography	Updated policy criteria to include psychiatric disorders under non covered medical indications; Updated references.

# You Can Help Improve Disability Access

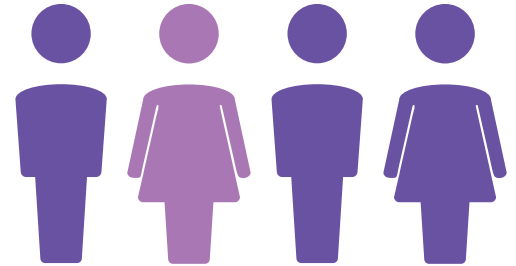
To improve healthcare access for patients with disabilities, please participate in the [Provider Accessibility Initiative \(PAI\)](#). The goal of the PAI is to ensure that our members have the most up-to-date information on your location. Since this information is self-reported by you, your participation 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 are more likely to have other health issues, making it imperative they can receive the care they need:

- 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!

**1 in 4** (26%) adults in the United States lives with a disability



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



## Translation Services Are Provided for Members

It is important to use a professional interpreter when relaying information to a patient. Family members, friends, and even office staff may be willing to step in and assist with making sure the information is understood, but there is a greater chance that not all the information will be received properly. Medical interpreters are trained in the medical terms necessary to provide this service and leave less room for error when speaking with a member about their diagnosis or care plan.

Translation services are provided to members at no cost to them or to you. When scheduling appointments, please make sure that all needs of the member are identified so they can be accommodated accordingly. Thank you for taking the time to meet our members' needs.

## Schedule Eye Exams Without Referrals

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

## Resources at Your Fingertips

There are many resources on the [envolvevision.com](#) website available to you, without the need to log into the Eye Health Manager. On the website you can find:

- [Plans available in your state with ID card samples](#)
- [Frequently used forms](#)
- [Provider resources](#)
- [Provider clinical policies](#)
- [Medicare benefit search tool](#)

# Improve the Health of Diabetic Members

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](#).

## Move Office Locations?

If your office has moved, added another location, or closed an office, it is important to make us aware of this change. To make an update, simply fill out [this form](#). The form is also available on the home page of the [Eye Health Manager](#) under [Online Provider Update Form](#).



## Timely Access to Care

Use this chart to determine time frames for patient access to care. Remember, referrals from a PCP are not required for a member to schedule an eye exam with any participating optometrist or ophthalmologist. Please contact Customer Service with any questions you may have.

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

 **33** STATES +  
PUERTO RICO

 **25,000**  
PROVIDERS

 **1.5M** MEDICARE  
LIVES

 **2.8M**  
HEALTH INSURANCE  
MARKETPLACE LIVES

 **13.8M**  
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 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**<sup>®</sup>  
Benefit Options

