

CENTENE™

VISION SERVICES

Centene Vision Services 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.

Engolve Doing Business As Centene Vision Services for Centene Health Plans

As previously shared, Engolve Vision is now doing business as Centene Vision Services **for all Centene subsidiary** health plans*.

Engolve Vision began a rebranding initiative to allow us to better align with our parent company, Centene Corporation. The rebranding resulted in Engolve Vision now being able to do business as Centene Vision Services. This is a name change only and will not impact our operations.

Moving forward you will begin seeing communications from Centene Vision Services; however, all other terms and conditions contained in your agreement with Engolve Vision shall remain unchanged and in full force and effect.

Please note the full implementation of this change will gradually occur throughout 2024. You should continue to utilize the same emails, mailing addresses, and phone numbers you are accustomed use today. There are also no changes necessary for obtaining authorizations or submitting claims.



Thank you for your continued partnership with Centene Vision Services to provide quality vision care to our members. Should you ever have any questions or concerns, please visit vision.centene.com and select your state to find contact information for your market.

** For non-Centene **Texas** plans including Community Health Choice, Community First Health Plans, Driscoll Health Plan, El Paso Health, Molina Healthcare, Sendero Health Plans, Texas Children's Health Plan we will continue to conduct business as Engolve Vision of Texas. For **UPMC in Pennsylvania**, we will continue to conduct business as Engolve Vision. For all plans in **Puerto Rico**, we will continue to conduct business as Engolve Vision of Puerto Rico.*

Record-Breaking Year for Marketplace ACA Plans

In its tenth anniversary since launching in 2014, the Affordable Care Act (ACA) signed up more people than ever to Marketplace plans in 2024, a 30 percent increase year over year.

Through Centene's Ambetter plans, we serve more than 5 million members, offering a variety of plans and healthcare services to meet our members' health

needs. Currently we provide Adult Vision Coverage benefits in 24 states* across the country to adults 19 years of age and older in most markets (age 21 and older in Kentucky). Recently we were pleased to add Delaware to the list of Ambetter states we serve.

Don't miss out on this growing population of vision patients. Make sure they can easily find you by double-

checking that your contact information is up-to-date in our Find A Provider directory. If you are not already contracted to see Ambetter members, please reach out to our Network team so we can add you to our Ambetter provider directory soon.

** Adult Vision Coverage is not offered in New Mexico, New Jersey, or Washington.*

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.

Centene Vision Services 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](#)

Billing For Missed Appointments

Per CMS policy, providers may **not** bill Medicaid beneficiaries for missed or canceled appointments. Missed appointments are not covered by Centene Vision Services. Only 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.

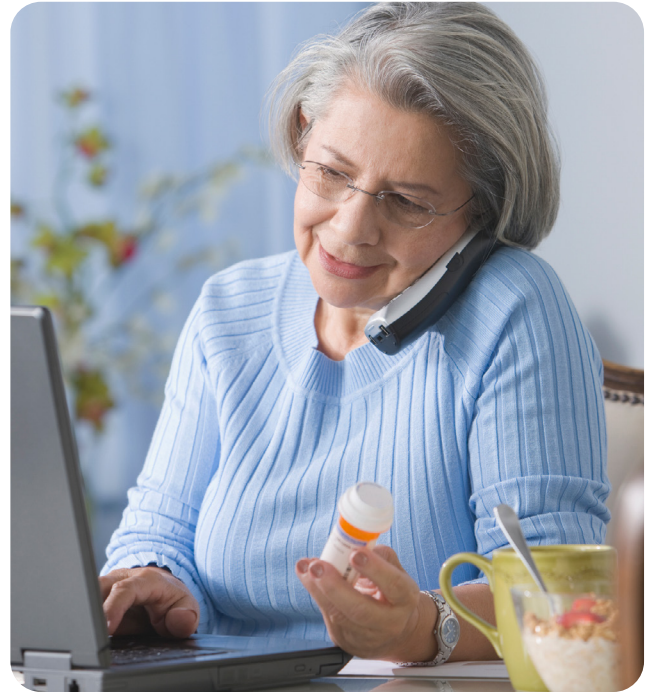
Can Age-Related Macular Degeneration Progression Be Slowed?

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](#)



Don't Risk Medicaid Payment Suspension

If you are a provider who is serving Medicaid patients but are not actively enrolled with your state's Medicaid agency, your claim payments may be suspended and/or you could be terminated from our Medicaid provider network.

Federal regulation requires that all providers who receive payment for Medicaid services must be screened and actively enrolled with their state's Medicaid office to receive payment. This may include rendering and billing providers, groups, and facilities depending on state-specific requirements.

Be sure to check your enrollment status and keep it active! If your enrollment lapses, we are notified by

the state and we are unable to pay claims for dates of service after your Medicaid enrollment end date. The member cannot be held liable for charges.

Please note: Many state Medicaid offices send several notices and post reminders in their provider portals to make sure providers have the information they need to keep their enrollment active.



Not sure if you are enrolled?
[Click here](#) to read more about your state's Medicaid provider registration requirements and who to contact for assistance. We are glad to help!

Improve the Health of Diabetic Members

Help your patients with diabetes and reduce administrative burdens. Centene Vision Services 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](#).



Local Market Reminders

Ohio Medicaid – All providers contracted with us and registered to administer Medicaid benefits with the state must be displayed in the Find a Provider (FAP). Provider suppression is not allowed for Medicaid.

North Carolina Medicaid – North Carolina vision benefits for Medicaid members have been expanded to ages 19-64. This expansion went live on Dec. 1, 2023.

California Medi-Cal – California Health and Wellness health plan was terminated Dec. 31, 2023. The members will be distributed between Health Net CA, Community Health Plan of Imperial Valley, and a third-party health plan.

Washington Medicaid – Effective Jan. 1, 2024, Medicaid members 21+ will have a value-add benefit of a \$100 retail allowance toward eyeglasses or contact lenses every two calendar years, with standard fitting fees covered in full.

Clinical Policy Update

Our clinical policies have undergone annual review, and many have been updated. Some of the changes include new ICD-10 codes for sickle-cell retinopathy, extraocular muscle entrapment, and chronic migraine with aura. Below is the list of policies that have been updated. To stay up to date on all changes, be sure to use our [Eye Health Manager](#) provider portal or visit our [policy page](#).

OC.UM.CP.0003	OC.UM.CP.0028	OC.UM.CP.0055	OC.UM.CP.0071
OC.UM.CP.0004	OC.UM.CP.0029	OC.UM.CP.0057	OC.UM.CP.0086
OC.UM.CP.0014	OC.UM.CP.0031	OC.UM.CP.0063	OC.UM.CP.0087
OC.UM.CP.0019	OC.UM.CP.0032	OC.UM.CP.0064	OC.UM.CPG.0024
OC.UM.CP.0021	OC.UM.CP.0035	OC.UM.CP.0067	OC.UM.CPG.0047
OC.UM.CP.0026	OC.UM.CP.0052	OC.UM.CP.0068	

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	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

Centene Vision Services Proudly Serves

 **31** STATES +
PUERTO RICO

 **26,000+**
PROVIDERS

 **650,000**
MEDICARE LIVES

 **5M**
HEALTH INSURANCE
MARKETPLACE LIVES

 **11M**
MEDICAID LIVES

About Us

A subsidiary of Centene for more than 30 years, Envolve Benefit Options, doing business as **Centene Vision Services**, 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.

CENTENE™

VISION SERVICES