



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.

The Provider Accessibility Initiative Needs Your Help

To improve healthcare access for patients with disabilities, [please participate in the Provider Accessibility Initiative \(PAI\)](#). Help ensure that your patients have current information on your location. Since this is self-reported information, your participation is especially valuable to the most vulnerable patients.

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
- 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!

We Serve Wellcare, Ascension Complete, and Ambetter Members Across the U.S.

With more than 1.4 million Medicare and 1.9 million Marketplace members across the country, providers in your office likely are contracted to see our Wellcare*, Ascension Complete, and Ambetter patients when they call for a vision appointment. Please don't turn them away!

- Learn more about all plans in your state at envolvevision.com/mystate.
- Easily verify member eligibility at envolvevision.com/logon.



Ascension Complete



Not sure which plans are included? Call us and we will be glad to help. Thank you for welcoming these members to your practice.

**Select states have exceptions regarding Wellcare Medicare administration. AZ, CA, and WA are managed through EyeMed. OR is split between EyeMed and Envolve. In OH, Envolve manages Wellcare By Allwell Medicare. Always check eligibility at envolvevision.com/logon before rendering services.*

Clinical Policy Updates

Envolve Vision's clinical criteria, provider manuals, policies and procedures are available by logging in to [Eye Health Manager](#). Once logged in, clinical policies are located under *Provider Resources, Policies and Procedures, Utilization Management*. Important reminders, notices, plan specifics, and provider manuals are found in the *Providers and Provider Resources* tabs. You will receive communications via fax, mail, or email. Envolve reviews and updates clinical policies quarterly as needed.

Need to Update Your Email Address?

Important reminders and notices are posted on the home page of the [Eye Health Manager](#) and communicated to doctors via fax, mail, or email. To ensure that you receive all email communications, please visit our home page and select *Update Email Address*. In the comments section, provide your most recent fax number if applicable.



Cultural Competency

To provide culturally competent and proficient medical services, providers must ensure patients have access to medical interpreters, signers, and TTY services. Any services provided to facilitate communication are at no charge to the patient. If you need TTY services for a patient, call 844-257-4142.

New: Dedicated HEDIS Web Page

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.

Appointment Wait Times for Medicaid Patients

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	FL CMS	All Other States
Routine	Within 7 days	Within 2 weeks (Texas 14 days)
Sub-Acute Problem	--	Within 2 weeks (Texas 14 days)
Chronic Problem	--	Within 4 weeks (Texas 21 days)
Urgent (not life-threatening)	<ul style="list-style-type: none">• Within 24 hours of a request for services that do not require prior authorization• Within 48 hours for a request for services that do require prior authorization	Within the same office day
Primary Vision Care	Within 30 days	--
Follow-Up Vision Services	Within 30 days after assessment	--

No Need for PCP Referrals

Enville members may schedule an eye exam with any participating optometrist or ophthalmologist. Referrals from a primary care provider (PCP) are not required. Questions? Please reach us at envolvevision.com or call Customer Service.



VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves



32 STATES +
PUERTO RICO



23,000+
PROVIDERS



12.8M
MEDICAID LIVES



1.4M MEDICARE
LIVES



1.9M 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 23,000+ 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[®]
Benefit Options

