



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.

Changes In Your Market

Below are some upcoming changes for Georgia and North Carolina:

- **Georgia** – Georgia Pathways is a new waiver program for uninsured Georgians who are ineligible for Medicaid to receive Medicaid benefits. This plan goes live for member enrollment July 1, 2023; providers can start rendering services on August 1, 2023.
- **North Carolina** – Tailored Plans, administered by Eastpointe, Trillium, and Partners, are integrated Medicaid plans for individuals with significant behavioral health needs and intellectual/developmental disabilities. These plans go live on October 1, 2023.

More information from Envolve Vision will be coming soon.

Centene Named a Top 50 Company for Diversity by DiversityInc

Centene, the parent company to Envolve Vision, has been named a top 50 company for diversity by DiversityInc for the fourth consecutive year. Centene CEO Sarah London states, “At Centene, diversity, equity, and inclusion are intrinsic to our company’s culture. As an organization that serves diverse populations in local communities across the nation, we recognize the varied insights and experiences of our employees are critical to our success and our ability to transform the health of the communities we serve.”



The DiversityInc ranking highlights the following key areas: leadership accountability, human capital diversity metrics, talent programs, workplace practices, supplier diversity, and philanthropy. The Top 50 survey is one of the most comprehensive Diversity, Equity, and Inclusion analyses.

2023 Provider Satisfaction Surveys

Envolve sends a Provider Satisfaction Survey yearly to receive feedback on how we are doing and how we can better serve you. Providers are encouraged to give feedback regarding credentialing, customer service, utilization management, claims, coordination and quality of care, and general experience.

Surveys were sent to providers in May via the email we have on file for the offices. Please check your spam/junk folders as the email will be sent from an external source (Qualtrics). We look forward to hearing from you!



Enroll With Your State to Administer Medicaid Benefits

If you are contracted with us to see Medicaid members, please check that you also are registered with your state to administer Medicaid benefits to members. Centers for Medicare & Medicaid Services (CMS) requires all providers who receive payment for members by a managed care organization (MCO) to be screened and enrolled with their state. For more information, visit envolvevision.com/notice.

Improve the Health of Diabetic Members

Envolve Vision strives to be a strong partner in caring for our members. As part of this effort, we aim to ensure that our diabetic members have their eyes examined regularly. 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. Based on Envolve Vision's services in your area and your contract with Envolve Vision, you may be reimbursed up to \$10 for reporting certain codes:

- Diabetic Retinal Screening with Eye Care Professional 2022F · 2024F · 2026F
- Eye Exam with Evidence of Retinopathy 2022F · 2024F · 2026F
- Eye Exam Without Evidence of Retinopathy 2023F · 2025F · 2033F
- Prior Year Eye Exam Without Evidence of Retinopathy 3072F

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](#).

Vision Providers Have Influence on Patients Who Smoke

As a vision provider, you are already aware of the danger diabetes presents to your patients' visual health. Smoking is a known risk factor to overall health, including eye health. Smoking increases the chance of developing type 2 diabetes by up to 40%.

As a vision specialist, you are a valuable source of information and inspiration to your patients. The 2020 Surgeon General's Report on Smoking Cessation suggests that many smokers want to quit, but struggle with it on their own:

- Almost 70% of adults who smoke say they want to quit.
- More than 50% of adults who smoke try to quit each year.
- More than 40% of adults who smoke do not receive advice to quit from a healthcare professional.
- Fewer than one in three adults who smoke use cessation counseling or FDA-approved medications when trying to quit.
- Fewer than one in ten adults in the U.S. successfully quit smoking each year.

You are in a unique position to offer guidance that could make a difference. Patients may have tried to quit multiple times and feel that it is not possible for them. With the right tools and supportive guidance, quitting smoking is possible. Here are ideas you can try:

- Advise patients of the existing or potential vision complications caused by smoking and encourage them with the health benefits of quitting.
- Offer counseling, such as how effective medications, tobacco cessation quit lines, and support can be, especially in combination.
- Share a list of printed resources. (See the [CDC smoking cessation partner toolkit](#) for existing materials appropriate to healthcare providers and patients.)
- Offer support and positive reinforcement.

At Envolve Vision, we believe you know what is best for your patients. We offer this information for your convenience and hope you find it useful.

Source: [CDC Surgeon General 2020 Smoking Cessation Fact Sheets for Healthcare Professionals](#)

Claims Filing Options

Unless otherwise stated in the Plan Specifics (found in the secure Eye Health Manager provider portal), providers have these options to submit claims to Envolve Vision via the following:

1. Eye Health Manager at envolvevision.com/logon
2. Electronic Claim Submission: Change Healthcare Payor ID#: 56190
3. Paper Claim Submission:

Envolve Vision, Inc.
P.O. Box 7548
Rocky Mount, NC 27804

Cultural Competency

Envolve Vision is committed to providing culturally and linguistically appropriate eye care services in a manner that affirms, values, and respects the worth of the individual member. These services are to be provided to people of all ages, sex, race, color, religion, sexual orientation, and/or national origin, disability, mental or physical disability, or limited English proficiency.

Envolve Vision promotes superior quality eye care services with culturally competent staff, providers, and contractors. Envolve Vision supports the development of healthy provider/member relationships to foster equitable treatment of all members and enhance cultural awareness. Envolve Vision has adopted the Culturally and Linguistically Appropriate Services Standards, as developed by the Department of Health and Human Services, Office of Minority Health, and serves as a key resource in providing culturally sensitive services.

No Fees for EFTs

Envolve Vision has partnered with PaySpan Health to deliver Electronic Funds Transfers (EFTs) and Electronic Remittance Advice (ERAs). PaySpan Health is a **free** solution with the online presentment of remittance/vouchers and 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

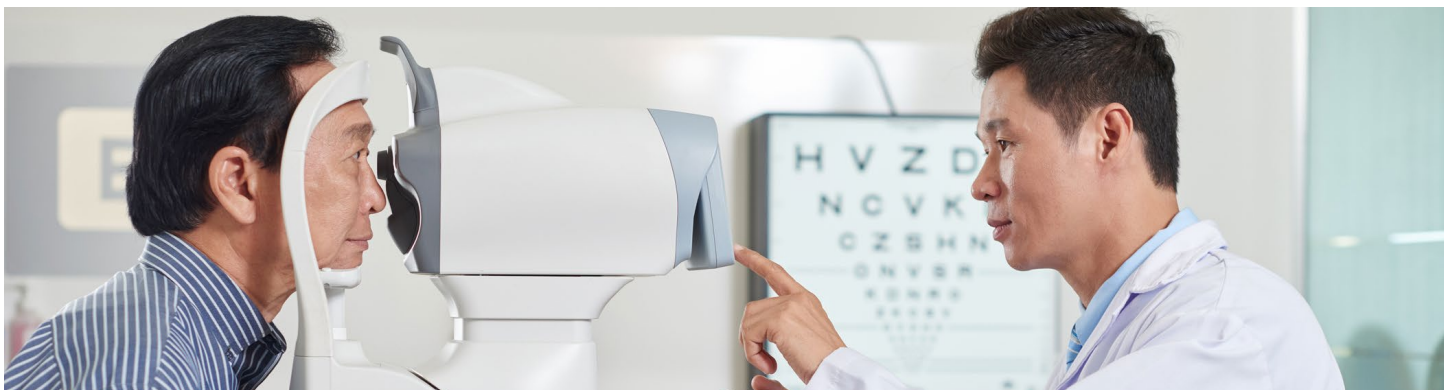
- Call 877-331-7154, Option 1 from 8 a.m. to 8 p.m. ET for your unique registration code.
- Go to payspanhealth.com and click the *Register Now* button.
- Enter your Registration Code and click *Submit*.

No Referrals Required for Eye Exams

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

Is Your Fax Number Correct?

If your office has recently updated fax numbers or added a location with an additional number, make sure to let us know of this change. Important and timely notifications are sent via fax, and we want to ensure that you do not miss any pertinent information. To make an update, simply fill out the [Provider Update Form](#) located on the home page of the secure [Eye Health Manager](#).



Report Your Accessibility 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.

We believe everyone deserves equal access to quality healthcare and services. The CDC reports that over a quarter of adults in the United States live with a disability, please fill out the survey to make it easier for them to receive care. It will make a world of difference to the patients who need the most help!

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



Important Clinical Policy Update

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

Clinical Policy	Policy Title	Update
OC.UM.CP.0040	Photodynamic and Intravitreal Therapies and Pharmaceuticals	Added prescribing information for Byooviz, Cimerli and Syfovre; Updated clinical indications for Beovu to include Diabetic Macular Edema; Updated references.

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. Questions? Please contact Customer Service.

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



32 STATES +
PUERTO RICO



25,000
PROVIDERS



1.5M MEDICARE
LIVES



2.8M
HEALTH INSURANCE
MARKETPLACE LIVES



14.3M
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[®]
Benefit Options

