

QUARTER 3 **GET** 2022

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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 will share key news that you can use to best serve your patients.*

## Growing Stronger in 2023!

Envolve will continue strengthening our national vision benefit offerings to drive even more members to your practice next year:



Marketplace  
members in  
24 states -  
NEW! Alabama



Medicare  
Advantage  
members in  
29 states

Ascension  
**Complete**

Medicare  
Advantage  
members in  
8 states

Look for more information soon. In the meantime, please visit [Where We Are](#) to see participating Medicaid, Medicare and Marketplace plans in your state, including member ID card examples and phone numbers to call for assistance.

## Find Medicare Coverage Quickly

### Medicare Benefit Summary

As we head into the last quarter of the year, your Medicare patients may be eager to use the rest of their annual vision benefits. The Envolve Vision Medicare benefit tool allows you to quickly access a high-level summary of specific Medicare benefits. To help you better serve your patients visit [envolvevision.com/benefits](https://envolvevision.com/benefits).

# Dedicated HEDIS Web Page To Better Serve 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](#).

## Action Required: Verify Your Information

If you need to update any information for the Provider Directory use the [Online Provider Update Form](#). You can also change your information by calling or emailing us. Please visit the Envolve Vision web site for additional information.



## Timely Access to Care

Use this chart to determine time frames for patient access to care. Remember, referrals from a primary care provider (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	Texas	All Other States
Routine	Within 7 days	14 days	Within 2 weeks
Sub-Acute Problem	--	14 days	Within 2 weeks
Chronic Problem	--	21 days	Within 4 weeks
Urgent (not life-threatening)	<ul style="list-style-type: none"> <li>• Within 24 hours of a request for services that do not require prior authorization</li> <li>• Within 48 hours for a request for services that do require prior authorization</li> </ul>	Within the same office days	Within the same office day
Primary Vision Care	Within 30 days	--	--
Follow-Up Vision Services	Within 30 days after assessment	--	--

## See Patients Without PCP Referrals

Envolve members may schedule an eye exam with any participating optometrist or ophthalmologist. Referrals from a PCP are not required. Questions? Please reach us at [envolvevision.com](http://envolvevision.com) or call Customer Service.

# Resources Available to You

As a provider of Envolve Vision, you have many resources available to you on our website. We highly encourage you to create an account for the Eye Health Manager if you have not done so already. With an account, you are able to:

- View a sample of the member ID cards
- Access all past provider newsletters
- Use an interactive map to view a list of participating plans and a description of their membership by state
- And much more!

## Using a Professional Interpreter Limits Language Barriers

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.

## Data Privacy Reminders

We all have a duty to ensure that member data is protected. Remember to employ the minimum necessary rule when submitting member data. This means using only the specific data required when submitting documents and other information to Envolve Vision.

Please ensure that any supporting documentation you submit has been redacted to include only the minimum necessary. For example, if submitting an EOP as evidence for an appeal please be sure to only include the information for the member in question and redact any other member data. By protecting your patients' data, you help reduce the possibility of stolen data being misused. We appreciate your efforts in maintaining secure electronic health records.

## Important Clinical Policy Updates

Be sure to stay up to date on all clinical policies and procedures through the Eye Health Manager! Those below have been recently updated:

- **Medically Necessary Hardware (OC.UM.CP.0006):** Added Texas Medicaid regulations for reimbursement of polycarbonate lenses; Added medical indications for safety frames.
- **Photodynamic and Intravitreal Therapies and Pharmaceuticals (OC.UM.CP.0040):** Added prescribing information for Vabysmo. Aligned clinical indications with ICD-10 codes for Beovu and Macugen. Updated references.
- **Telehealth Services (OC.UM.CP.0084):** Removed health professional shortage area geographic limitations; Added quality and standard of care requirements; Added patient confidentiality requirements; Updated POS definitions; Updated References.



# VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves



**32** STATES +  
PUERTO RICO



**25,000+**  
PROVIDERS



**12.9M**  
MEDICAID LIVES



**1.6M** 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 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

