



**CENTENE™**

VISION SERVICES

# Provider Newsletter

Volume 1, 2025

*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.*

## Eye Health Manager Makes It Easier to Get Things Done

Our [Eye Health Manager](#) portal allows vision providers to manage benefit administration via a host of web-based services. Providers and authorized office staff can log in for secure access anytime from anywhere and handle a variety of day-to-day tasks, including:

- Verify member eligibility
- Reprint EOPs
- Manage claims
- View office manual and plan specifications
- Check the status of a claim
- Access our policies and procedures
- Review past claim submissions

A valid user ID and password are required for access. [Register](#) online or contact our Customer Service team with any questions.

## Local Market Reminders

Below are important upcoming changes:

**Arizona Medicaid** – Arizona Complete Health Long-Term Care (ALTCS) implementation is on hold, pending state approval.

**Mississippi Medicaid** – Starting July 1, 2025, Centene Vision will administer vision benefits for Magnolia Health members enrolled in the Children’s Health Insurance Program (CHIP). As a network provider, you will be able to serve both Magnolia Medicaid and CHIP pediatric members under the terms of your contract.

You must be registered with the state to see these members. Please visit [portal.ms-medicaid-mesa.com](https://portal.ms-medicaid-mesa.com) and select Provider Enrollment Access.

# Can You Find Your Office?

Your “Find An Eye Doctor” listing is often the first point of contact for potential patients. It’s crucial to ensure this information is accurate and up-to-date.

Our vision provider directory enables members to search for your practice by your name, location, network or health plan. Available in both English and Spanish, it harnesses the power of Google search to zero in on your vision practice using map or satellite views. It also has the option to save your location as a favorite.

Make it easy for potential patients to find you. Take a moment now to [check your listing](#) and verify your information is correct.

If your Find An Eye Doctor information is not accurate, please submit this [online form](#) or call our Customer Service team.

## 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 may be eligible for a \$10 CPT II reporting incentive. Please ensure your billing staff submits a billed rate of at least \$10 to receive the maximum reimbursement for this incentive program. Review your fee schedule and remember to submit the appropriate CPT II codes referenced at [HEDIS Training and Tips](#).

## Interpretation Services Available at No Cost

Using a professional interpreter is crucial when communicating with a patient. Family members, friends, or office staff may offer help, but they may not convey all details accurately. Medical interpreters are trained in the necessary terminology. This helps ensure clear and precise communication, reducing the risk of errors when discussing a patient’s diagnosis or care plan.

Translation services are available to members at no cost to them or to you. When scheduling appointments, please make sure all of the member’s needs are identified so they can be accommodated. If TTY services are required, call 844-257-4142. Thank you for your dedication to meeting our members’ needs.



# Clinical Policy Updates

The clinical policies below have been updated recently. To stay up to date on all changes, be sure to visit our [Eye Health Manager](#) provider portal or [centenevision.com/policies](https://centenevision.com/policies).

Policy	Policy Title	Q1 2025 Update
CP.VP.06	Medically Necessary Hardware	Updated HCPCS codes for hydrophilic lenses.
CP.VP.13	Preventative (Routine) Eye Examination	Updated HCPCS codes for hydrophilic lenses in Attachment A.
CP.VP.34	Iris Coloboma	Updated HCPCS codes for hydrophilic lenses.

## 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

 **30** STATES +  
PUERTO RICO

 **26,000+**  
PROVIDERS

 **770,000**  
MEDICARE LIVES

 **5M**  
MARKETPLACE LIVES

 **10M**  
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.

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