

QUARTER 1 **GET** 2023

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T O Z 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 share key news that you can use to best serve your patients.*

## Diabetic Eye Evaluations – Proper Coding

Please review the education below on correct CPT II coding for diabetic eye evaluations. Submit any necessary corrected claims. No overpayment is due.

Identified scenarios with incorrect use of 3072F:

- **New patient examination code submitted in conjunction with 3072F.** 3072F is used to show no retinopathy findings in the previous year. If you are reporting retinopathy status evaluated during the exam being submitted, please choose the most appropriate code from 2022F-2033F that correspond with evaluation.
- **Patient diagnosed with diabetic retinopathy submitted in conjunction with 3072F.** 3072F is used to show low risk of retinopathy per findings in the previous year's exam. If a patient is diagnosed with diabetic retinopathy during your exam, please choose the most appropriate code from 2022F, 2024F, or 2026F that correspond with evidence of retinopathy.



## Patient Signature Required for New Glasses

When your patients pick up their new prescription glasses or contacts, ensure they sign for receipt of their prescription. This is required by both MMM of PR and MCS health plans. This action protects you, the provider, from potential fraud. Envolve has noted a trend in which members state they never received the prescribed hardware, while the office staff recalls the member has received it. The signed document proves without a doubt that the member accepted their new eyewear. Please work with your staff to implement a policy to collect patient signatures when they receive their eyewear.

# Centene Named to Fortune World's Most Admired Companies List

Centene, the parent company to Envolve Vision, is named in Fortune magazine's 2023 list of the World's Most Admired Companies. Fortune's list includes the most respected and reputable companies around the world, and Centene has made the list five years consecutively.

Sarah London, Centene CEO, credits the recognition to the hard work and dedication of Centene employees who share in the mission to transform the health of our local communities, one person at a time. 2022 was a tough year for many but gave Centene the opportunity to reach out and help the communities that were the most in need. After the tragedies that took place in Buffalo, Uvalde, and the Gulf Coast of Florida, team members from across the company came out to show support in the affected areas.

Envolve Vision is proud to share in the same mission and purpose as Centene. We work each day to ensure our members are living healthier lives.

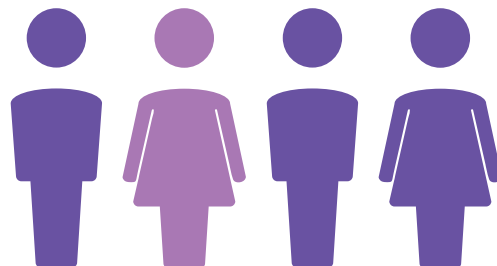


## You Can Help Improve Disability Access

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 understand how important your time is. We believe 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!

**1 in 4** (26%) adults in the United States lives with a disability



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



## Translation Services Are Provided for Members

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.

## Schedule Eye Exams Without Referrals

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

## Resources at Your Fingertips

There are many resources on the [envolvevision.com](https://envolvevision.com) website available to you, without the need to log into the Eye Health Manager. On the website you can find:

- [Plans available with ID card samples](#)
- [Frequently used forms](#)
- [Provider resources](#)
- [Provider policies](#)

## Improve the Health of Diabetic 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](#).

## Move Office Locations?

If your office has moved, added another location, or closed an office, it is important to make us aware of this change. To make an update, simply fill out [this form](#). The form is also available on the home page of the [Eye Health Manager](#) under [Online Provider Update Form](#).



## 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                  | Wait Times                 |
|-------------------------------|----------------------------|
| Routine                       | Within 2 weeks             |
| Sub-Acute Problem             | Within 2 weeks             |
| Chronic Problem               | Within 4 weeks             |
| Urgent (not life-threatening) | Within the same office day |

# VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves



**33** STATES +  
PUERTO RICO



**25,000**  
PROVIDERS



**1.5M** MEDICARE  
LIVES



**2.8M**  
HEALTH INSURANCE  
MARKETPLACE LIVES



**13.8M**  
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**<sup>®</sup>  
Benefit Options

