



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 you can use to best serve your patients.

Coming Soon – Annual Provider Compliance Training

To comply with CMS training requirements related to First Tier, Downstream and Related Entities (FDR), all Medicare contracted providers are required annually to attest that they have completed the Medicare Compliance Trainings for themselves and their staff. We have implemented a new process for disseminating the trainings and attestations through the Envolve Vision website to make it a more seamless process for providers. In the coming weeks, you will receive an email from EBO Communications with instructions on how to access the new website.

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.

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 your patients have current information on your location. Since this is self-reported information, your participation is especially valuable to the most vulnerable patients.

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!

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.

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.

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 at the link below and select *Update Email Address*. In the comments section, provide your most recent fax number if applicable.

[Eye Health Manager Homepage](#)

Patient Access to Care

As part of Medicaid qualification, Medicaid providers are obligated to meet their state's established wait times. Our Quality Improvement Committee has established the following access to care standards for appointment wait times for eye doctors:

Type of Care	Wait Times
Routine Eye Exam	Within 2 weeks
Sub-Acute Problem	Within 2 weeks
Chronic Problem	Within 4 weeks
Urgent (not life-threatening)	Within the same office day

PCP Referrals are not Required

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](https://www.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.

envolve⁷
Benefit Options

