



*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.*

## Annual Medicare Compliance Training for MCS and MMM of Puerto Rico: June 12 Deadline

You may have seen recent emails and faxes from Envolve Vision regarding Annual Medicare Compliance Training. If you missed the June 12 deadline, please complete the training as soon as possible. Visit the web link at [envolvevision.com/attestation.html](https://envolvevision.com/attestation.html) to complete the training. You will receive immediate confirmation of your attestation.

Many MCS and MMM providers have already completed the annual training requirements. If you have completed the attestation and received confirmation, no further action is required.

If you did not receive a fax and/or email from Envolve Vision regarding the Annual Compliance Training, please contact your local provider representative to ensure we have your correct fax/email on file.



## 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!

# Improve the Health of Diabetic Members

Effective June 1, 2023, Envolve began reimbursing for fundus photography provided to diabetic MMM Healthcare (MMM) and MCS Advantage (MCS) Medicare members. You must submit these claims with the appropriate diabetic diagnosis code. Please review the following coding and billing information related to this benefit change:

- **Fundus Photography CPT Code 92250** will be paid at \$30 when submitted with diabetes without complications or diabetic retinopathy codes. Please see Envolve Vision Clinical Policy *OC.UM.PR.CP.0029 Fundus Photography in the Evaluation of Diabetic Retinal Disease*. Access this policy via the provider web portal at [envolvevision.com/login](https://envolvevision.com/login). Once logged in, click *Provider Resources* then *Policies and Procedures*. Puerto Rico policies are located on this page.
- **No Diabetic Retinopathy** (ICD-10: E08.9, E09.9, E10.9, E11.9, E13.9) Please include the applicable HEDIS CPT II Code for additional \$10 reimbursement:
  1. **2025F:** 7 standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; **without evidence of retinopathy**
  2. **2033F:** Eye imaging validated to match diagnosis from 7 standard field stereoscopic retinal photos results documented and reviewed; **without evidence of retinopathy**
- **Diabetic Retinopathy** (E08.3-E08.39, E09.3-09.39, E10.3-E10.39, E11.3-E11.39, E13.3-E13.39)<sup>1</sup> Please include the applicable HEDIS CPT II Code for additional \$10 reimbursement:
  1. **2024F:** 7 standard field stereoscopic retinal photos with interpretation by an ophthalmologist or optometrist documented and reviewed; **with evidence of retinopathy**
  2. **2026F:** Eye imaging validated to match diagnosis from 7 standard field stereoscopic retinal photos results documented and reviewed; **with evidence of retinopathy**

## 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.



<sup>1</sup>Please code to the highest level of specificity, unspecified codes are excluded from coverage. An exact list of covered diagnosis codes may be found in Envolve Clinical Policy OC.UM.PR.CP.0029 Fundus Photography in the Evaluation of Diabetic Retinal Disease.

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](https://envolvevision.com/logon)
2. Electronic Claim Submission: Submit to [Inmediata](#) (Payor ID Code 204861241)
3. Paper Claim Submission:

Envolve Vision Benefits of Puerto Rico  
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](https://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 your local provider representative.

## 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, contact your local provider representative to notify them of information changes.

## Report Your Office Accessibility

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 your patients have the most up-to-date information on accessibility at your location. Your information is valuable to the most vulnerable people in our communities.

Beginning in 2024, the Centers for Medicare & Medicaid Services (CMS) will introduce a new rule. CMS will begin reporting details on American Sign Language (ASL) spoken at your office. Your provider representative can collect this information during your quarterly site visits. This detail will help patients who need ASL services get the care they need at your office.

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 contact your provider representative if you have new accessibility details. It will make a world of difference to the patients who need the most help.



# 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.PR.CP.0029	Fundus Photography in the Evaluation of Diabetic Retinal Disease	Created policy OC.UM. PR.CP.0029 Fundus Photography specific to Puerto Rico lines of business. Original approval date 06/01/2023.

## 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 local provider representative.

Type of Care	Puerto Rico
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



**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**<sup>7</sup>  
Benefit Options

