

QUARTER 3 **GET** 2022

**E** **INVOLVED**

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.*

## Annual Medicare Provider Compliance Trainings

To comply with CMS training requirements related to First Tier, Downstream and Related Entities (FDR), all Medicare-contracted providers must annually attest that they have completed the Medicare Compliance Trainings for themselves and their staff. Please visit the training page and choose your health plan to begin.

If you have any questions, email [EBComplianceMatters@envolvehealth.com](mailto:EBComplianceMatters@envolvehealth.com). We look forward to our continued relationship in providing quality eye care services to our members.

Medicare Provider  
Compliance Trainings



## 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.



## Patient 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	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

## 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

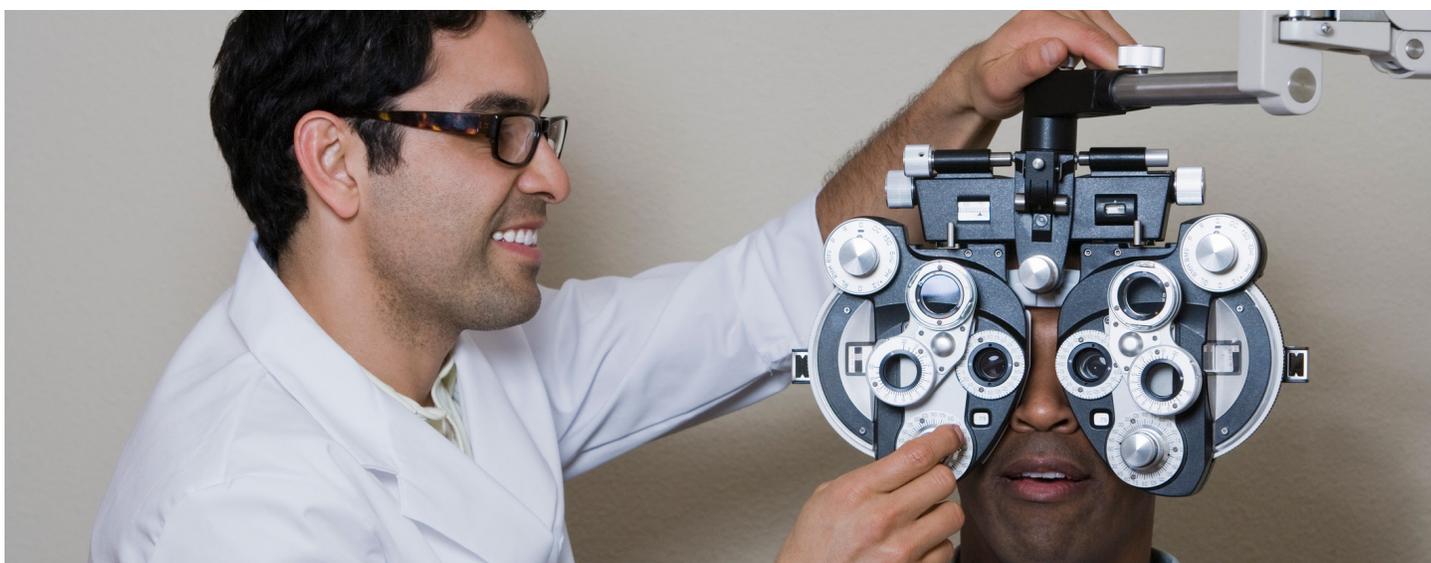
It is important to use a professional interpreter when relaying information to a patient. Family members, friends, and even office staff may be willing to step in and assist with making sure the information is understood, but there is a greater chance that not all the information will be received properly. 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.



# 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

