



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.

Billing Reminder: Date of Service for Refractive Hardware

Members may receive eyeglasses and contact lenses directly from the optical store or by mail/delivery service. Regardless of how the member has received their refractive equipment, documentation for delivery date must be recorded properly on the claim form.

The delivery date is used as the date of service on the claim form. The delivery date is the date the beneficiary or an authorized representative picks up the refractive device or the date the package was shipped. Please refer to clinical policy OC.UM.CP.0013 located on the [Eye Health Manager](#) or reach out to your Provider Relations representative for more information.

Free Coding Seminar in May

Envolve welcomes participating eye doctors and their coding staff to join us at La Concha hotel's Salón Indigo meeting room on May 5 for a free coding training and review session. This is a one-hour training that will be held at two separate times to accommodate different schedules (9 am or 4 pm). Providers will not need to attend both events. The live meeting will also be streamed via Zoom. Question and Answer session at the end will prioritize in-person attendees.

Please reach out to your Provider Relations representative for additional questions. We look forward to seeing you in San Juan!

If you are unable to join in person but would still like to participate, please use the following link to join virtually:

May 5 (9 am): <https://centene.zoom.us/j/96663691384?pwd=GEzObMxXEbflfvGbY4Ho93AQyHZXEM.1>

Passcode: 832585

May 5 (4 pm): <https://centene.zoom.us/j/93962065861?pwd=XbBJVP4fnEANf7C8ujUb2OMDM7zbgp.1>

Passcode: 340803



Annual Medicare Compliance Training

Thank you for participating with Envolve Vision's Medicare Panel. To comply with the Health Plans' training requirements related to First Tier, Downstream, and Related Entities (FDR), all Medicare-contracted providers must attest each year that they have completed the Medicare Compliance Trainings for themselves and their staff.

The 2025 training is coming up. Please keep an eye out for an email with additional information. If you have questions, please email our Compliance Team at EBComplianceMatters@Centene.com.

Telehealth Service Requirements

To provide telemedicine or telehealth services, all providers must obtain certification from the Licensing Board. Any health professional who is interested in obtaining a certification must make an appointment using the PR profesionalesdelasalud.turnospr.com Shift Platform and submit their application to the Departamento de Salud de Puerto Rico (DLMPS).

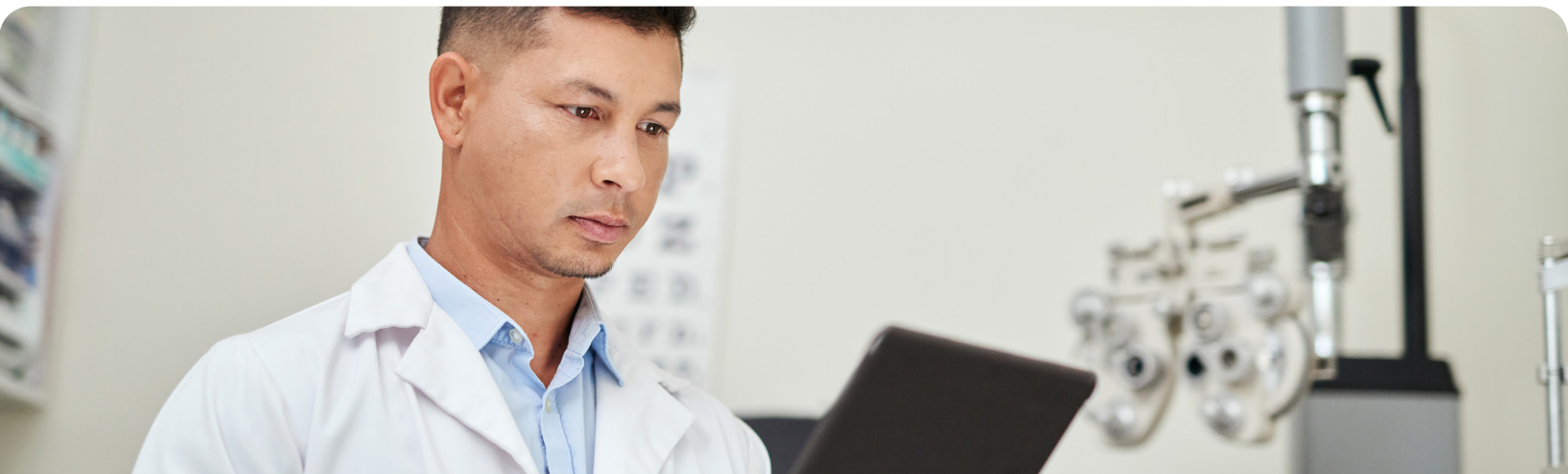
For any questions, please contact Raisa Figueroa at 787-908-1741 or Joselito Abrew at 787-946-2275.

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

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



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. Envolve Vision 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.

Policy	Policy Title	Q1 2025 Update
OC.UM. PR.CP.0029	Fundus Photography in the Evaluation of Diabetic Retinal Disease	Updated medically indicated diagnoses to include Type 1 diabetes mellitus, presymptomatic, Stages 1 & 2.

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	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 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 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 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.

envolveTM
VISION BENEFITS | *Puerto Rico*