

**Q4 2019
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“I don’t ask for the sights in front of me to change, only the depth of my seeing.”

— Mary Oliver

**SEE THE FUTURE
WITH ENVOLVE
VISION!**

GET INVOLVED

THE ENVOLVE VISION PROVIDER NEWSLETTER



ABOUT ENVOLVE VISION

Envolve Vision, founded in Rocky Mount, NC in 1980, administers fully customizable vision plans to help reduce both client and member costs while still delivering the highest quality vision benefits available.

You are among **22,000+ unique eyecare providers**, including independent providers and popular retail chains, within our network. Together we are educating members on necessary and preventative vision services and making patients healthier and happier, resulting in lower utilization rates, quality performance improvement, and cost-savings for health plans and payers.

Thank you for partnering with us to provide quality vision services to your patients. Should you have any questions about your participation on this panel or your Agreement with Envolve Vision, please contact Customer Service via phone at (800) 840-7032 or email Network Management at EBONM@envolvehealth.com.



VISION CARE BY THE NUMBERS

25 STATES AND PUERTO RICO	8.2M MEDICAID LIVES	1.5M HEALTH INSURANCE MARKETPLACE LIVES
37 HEALTH PLANS	796,000 MEDICARE LIVES	92,000 COMMERCIAL LIVES

Envolve Vision Membership



As a participating provider in the Envolve Vision network, you are partnered with a payor who can deliver patient volume and be viewed as a valuable member of our excellent vision care and eye health delivery team.



We offer and encourage you to use our web portal, Eye Health Manager, to verify eligibility, file and submit claims, check claim status, view policies and procedures and print EOBs: envolvevision.com/logon

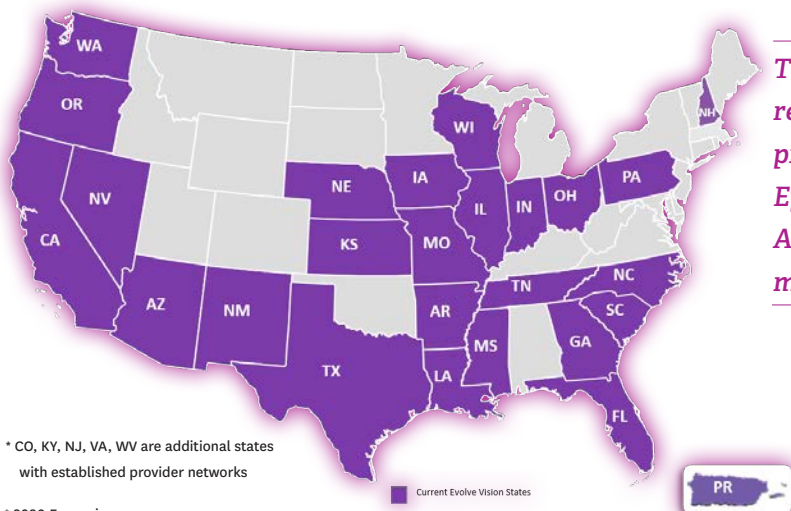


Allwell is a licensed health maintenance organization (HMO) contracted with the Centers for Medicare & Medicaid Services (CMS) to provide medical and behavioral health services to dual-eligible members. CMS also contracts with Allwell to provide Part D Prescription medications to members enrolled in certain health plans with include a Part D Benefit.



Ambetter is a Qualified Health Plan (QHP) as defined in the Affordable Care Act (ACA) and is offered to consumers through the Health Insurance Marketplace. Envolve Vision administers services for all Allwell and Ambetter plans across the United States.

State Coverage^{*}



* CO, KY, NJ, VA, WV are additional states with established provider networks

* 2020 Expansions:

- January 1 → Ambetter (Exchange) Adult Vision Buy-Up
 - Arizona - Pennsylvania - Texas - South Carolina
- Allwell (Medicare) Expansion
 - New Mexico - Nevada
- Ascension Complete (Medicare) Offerings
 - Florida - Illinois - Kansas
- February 1 → Carolina Complete Health Medicaid

The Envolve Network team is in the process of reviewing provider files to ensure contracted providers have access to our full range of members. Effective November 1, 2019, you will be able to see Ambetter and Allwell members, in addition to the members you currently see.



Questions? Contact Us!

Network Management: (800) 531-2818

Customer Service: (800) 840-7032

Utilization Management: (800) 368-4345

Follow Envolve on Social Media!



Important Reminders



Office Information Updates

Please verify that your office information is up-to-date. You have four (4) ways to update your information for the Provider Directory:

1. Complete and submit the [Online Provider Update Form](#).
2. Call us at (800) 531-2818.
3. Email us at visionproviderdirectory@EnvolveHealth.com.
4. Login to Eye Health Manager at: envolvevision.com/logon



Access to Care Standards

Doctors are required to complete all routine eye exams and follow all access to care standards. Doctors must be able to offer appointments within the appointment wait time below as established by state guidelines and detailed within the Envolve Vision Provider Manual located in Eye Health Manager.

Routine Eye Examination	Within 14 days
Sub-Acute Problem	Within 14 days
Chronic Problem	Within 21 days
Urgent (not life-threatening)	Within the same office day



Interpretation Services

Are language barriers preventing you from delivering exceptional quality of care for members? To develop culturally competent and proficient practices, eye doctors must ensure that members understand they have access to medical interpreters, signers, and TDD/TTY services to facilitate communication without cost to them.

For TTD/TTY services, please call (844) 257-4142