



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.

Change in 2024 Medicare Vision Administration

Starting Jan. 1, 2024, all Ascension Complete¹ and Wellcare² Medicare Advantage plans will transition to Premier Eye Care and Wellcare vision administration.

2024 Wellcare Medicare Vision Administration

State	Routine Eye Services	Medical Eye Services By an Optometrist	Medical Eye Services By an Ophthalmologist
AL, AZ, GA, IL, IN, MA, MI, MO, NE, NV, NJ, NM, NC, OH, OK, OR, PA, SC, TN, TX, WA, WI	Premier Eye Care	Premier Eye Care	Wellcare
AR, KS, LA, MS, NH	Premier Eye Care	Wellcare ³	Wellcare ³
FL	Premier Eye Care	Premier Eye Care	Premier Eye Care

Any claim with a date of service on or after Jan. 1, 2024, should be submitted to the new vision benefit administrator.

If you do not currently hold a Medicare contract with the new administrators in your market, it is important that you engage with them now to ensure you can continue to see these Medicare Advantage members in 2024.

There is no change in administration for Envolve’s other products in 2024. Where applicable, Envolve will continue to administer vision benefits for Medicaid and/or Ambetter products in your market.

¹ Ascension Complete will be rebranded as Wellcare in 2024

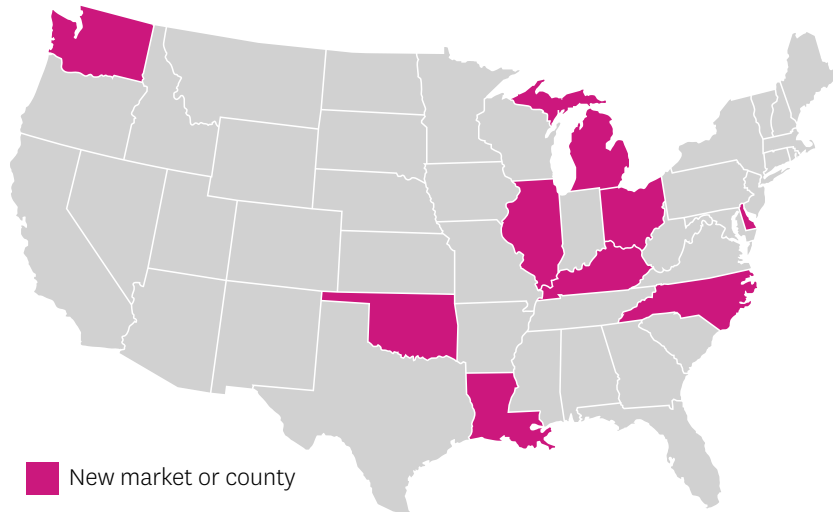
² Wellcare includes Wellcare, Wellcare By Allwell, Wellcare By Health Net and Wellcare By Trillium

³ No additional contracting is required to continue providing medical eye services for Wellcare Medicare Advantage members in 2024 in AR, KS, LA, MS, and NH. Where applicable your existing contract with Envolve Vision will transition to Wellcare.

Ambetter Health Expanding Into New Markets

America's #1 Marketplace health insurance*, Ambetter Health, continues to expand into new markets in 2024. We are pleased to welcome new providers and members in **Delaware**, as well as new counties in active markets including **Illinois, Kentucky, Louisiana, Michigan, North Carolina, Ohio, Oklahoma,** and **Washington**.

Envolve provides quality vision care solutions to **3.3 million Ambetter members in 26 states** across the U.S.



*Statistical claims and the #1 Marketplace Insurance statement are in reference to national on-exchange marketplace membership and based on national Ambetter data in conjunction with findings from 2021 Rate Review data from CMS, 2021 State-Level Public Use File from CMS, state insurance regulatory filings, and public financial filings.

Provider Manual Updates

As a reminder, yearly updates are made to the Vision Provider Manuals, so always check the Eye Health Manager (EHM) at envolvevision.com/logon for the most updated version. Manuals can be found under *Provider Resources*, *Office Manuals*. Please refer to the manuals, along with the custom Plan Specific for your particular state and product, before providing services to members.

Changes In Local Markets

Below are important upcoming changes:

- **Ohio Medicaid** – All providers contracted with Envolve and registered to administer Medicaid benefits with the state must be displayed in the Find a Provider (FAP). Provider suppression is not allowed for Medicaid.
- **North Carolina Medicaid** – North Carolina vision benefits for Medicaid members have been expanded to ages 19-64. This expansion went live on Dec. 1, 2023.
- **Washington Medicaid** – Effective Jan. 1, 2024, Medicaid members 21+ will have a value-add benefit of a \$100 retail allowance toward eyeglasses or contact lenses every two calendar years, with standard fitting fees covered in full.
- **California Medi-Cal*** – California Health and Wellness health plan is being terminated Dec. 31, 2023. The members will be distributed between Health Net CA, Community Health Plan of Imperial Valley, and a third-party health plan.



*Reminder: Registered California Medicaid providers are required to complete the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) for Medi-Cal members training. The training was due on Dec. 13, 2023. If you have not completed the training yet, please do so immediately. Please contact ebocompliancematters@envolvehealth.com with any questions.

Link to training: envolvevision.com/compliance/CA-EPSDT.html

Recordkeeping Requirements

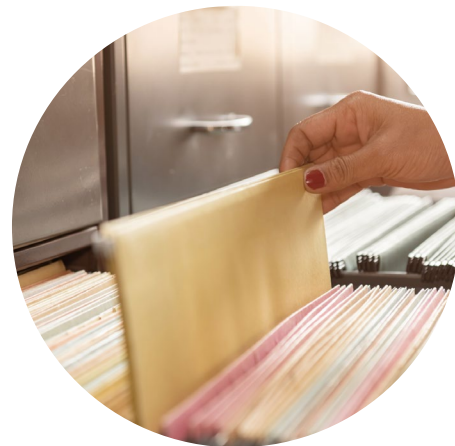
Your commitment to accurate medical recordkeeping is crucial. Envolve Vision mandates compliance with industry standards and the Provider Participation Agreement.

To ensure effective patient care and quality, your records must be legible, current, detailed, organized, and comprehensive. They should be easily identifiable by the member's name and accessible during services.

Envolve Vision recommends using standardized templates for improved documentation. These templates allow for continuity and care coordination for members.


Moreover, your medical records must always support medical necessity. Eyeglass documentation includes lens type, power, axis, prism, absorptive power, and impact resistance. Contact lens documentation includes power, size, curvature, flexibility, and gas permeability.

Envolve Vision conducts retrospective reviews to ensure compliance, upholding the highest standards of patient care. In the realm of vision care, meticulous recordkeeping is not just an obligation; it's a commitment to exceptional service.



Alert: Glaucoma Cases Are on The Rise Worldwide

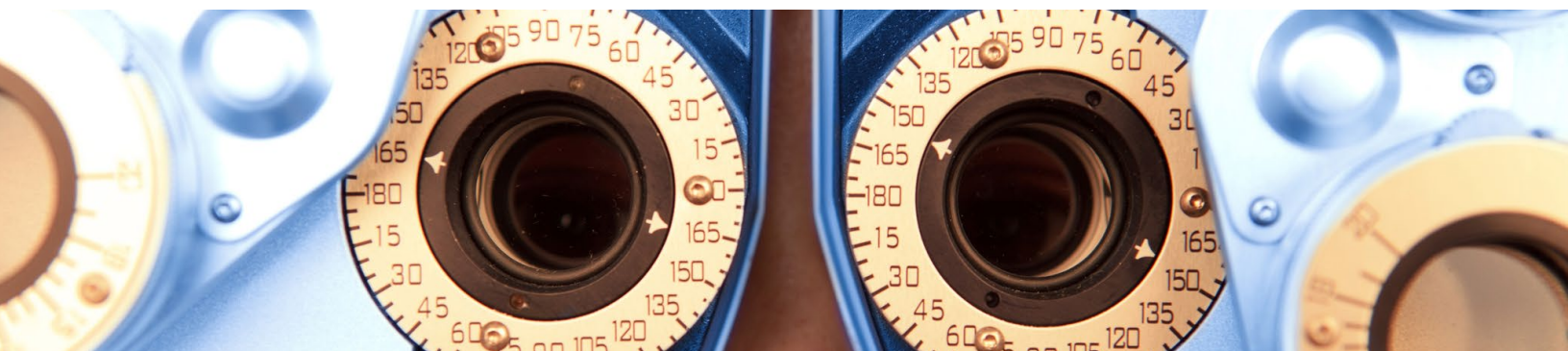
Glaucoma cases are on the rise worldwide with a prediction that, by 2050, the number of people with glaucoma will grow by more than 200%. It is the leading cause of blindness worldwide, and according to the study, those affected skews toward older, non-Hispanic White, and female. Non-Hispanic White females over the age of 70 will make up the largest demographic affected, based on the current estimate.¹

By **2050** 
the number of people
with glaucoma will grow
by more than **200%**

Jill Scullion, Vice President of Health Care Services, states: "Early glaucomatous damage often presents with no symptoms, so it is important for both doctors and patients to remind family and friends to have a routine eye examination. This provides an opportunity to catch glaucoma at an earlier stage and avoid preventable vision loss."

Source: [The Changing Face of Primary Open-Angle Glaucoma in the United States: Demographic and Geographic Changes from 2011–2050](#)

¹ Vajaranant TS, Wu S, Torres M, Varma R. The changing face of primary open-angle glaucoma in the United States: demographic and geographic changes from 2011 to 2050. *Am J Ophthalmol.* 2012 Aug;154(2):303-314.e3. doi: 10.1016/j.ajo.2012.02.024. Epub 2012 Apr 27. PMID: 22541661; PMCID: PMC3401269.



Can Patients with Disabilities Access Your Practice?

To enhance the availability of healthcare services for individuals with disabilities, we invite you to participate in the Provider Accessibility Initiative (PAI) survey. It is vital that patients have the most accurate information about your practice's accessibility.

Your involvement is particularly helpful to those patients who already struggle with many health care issues. According to the CDC, approximately 1 in 4 adults in the United States has a disability. Individuals with disabilities are more likely to:

- Have depression
- Struggle with obesity
- Have diabetes
- Smoke
- Have heart disease



1 in 4 adults in the United States has a disability

Improving access to care for these at-risk patients is more important than ever. Please complete this short PAI [survey](#) to help make sure our members can find your practice when they need you most.

Are You Enrolled to Administer Medicaid Benefits?

If you are contracted with us to see Medicaid members, please check that you are also registered with your state to administer Medicaid benefits to members. The Centers for Medicare & Medicaid Services (CMS) requires all providers who receive payment for members by a managed care organization (MCO) to be screened and enrolled with their state. For more information about how to enroll in your state, visit envolvevision.com/notice.

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 Customer Service.

Interpretation Services are Always Available

In order 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.

Update Your Practice Information Electronically

The [Provider Update Form](#) is now electronic. Updating any changed information for your practice is now easier with this new form.

To update your information, simply enter your email address and choose what type of information you are updating. Fill in all required fields, indicated by a red asterisk. Once all the required fields are filled in, navigate to the bottom of the page, and click *Submit*.

Clinical Policy Update

The clinical policy below has been updated recently. To stay up to date on all changes, be sure to use our [Eye Health Manager](#) provider portal or envolvevision.com/policies.

Clinical Policy	Policy Title	Update
OC.UM.CP.0006	Medically Necessary Hardware	Updated coverage criteria for disposable contact lenses to include myopia progression in children between the ages of 8 and 12 years old at the initiation of treatment (MiSight® soft lenses by CooperVision). Updated References.

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	Texas	All Other States
Routine	14 days	Within 2 weeks
Sub-Acute Problem	14 days	Within 2 weeks
Chronic Problem	21 days	Within 4 weeks
Urgent (not life-threatening)	Within the same office day	Within the same office day



VISION CARE BY THE NUMBERS

Engolve Vision Proudly Serves



32 STATES +
PUERTO RICO



26,000
PROVIDERS



1.4M MEDICARE
LIVES



3.9M
HEALTH INSURANCE
MARKETPLACE LIVES



12.1M
MEDICAID LIVES

About Engolve Vision

A subsidiary of Centene for more than 30 years, **Engolve 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.

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