



*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.*

## Welcome, Humana Puerto Rico Medicare Advantage Patients

# Humana

Beginning **Jan. 1, 2024**, Eye Management of Puerto Rico (EMPR) and Envolve Vision will become the routine eye care administrators for covered Medicare Advantage members of Humana Puerto Rico. As participating providers with EMPR and Envolve Vision, no further action is needed on your part to serve Humana Medicare members as of January 1, 2024. The reimbursement schedule in your existing Provider Participation Agreement will remain in effect for this membership.

Envolve sent notice of this change via USPS mail. If you have questions about this change, please contact Customer Service for your plan or Provider Relations at:



**Raisa Figueroa:** 787-908-1741 email: [Raisa.figueroaortiz@envolvehealth.com](mailto:Raisa.figueroaortiz@envolvehealth.com)

**Joselito Abrew:** 787-946-2275 email: [Joselito.abrew@envolvehealth.com](mailto:Joselito.abrew@envolvehealth.com)

Thank you for providing quality eye care services to Humana Puerto Rico Medicare Advantage members.

## Member Benefits in 2024

Envolve will email 2024 benefit information grids to providers in January 2024. Meanwhile, you can continue validating individual member benefits by using one of these three convenient methods:

1. The Inmediata website at ([www.inmediata.com](http://www.inmediata.com))
2. Logging into our provider portal, Eye Health Manager ([envolvevision.com/logon](http://envolvevision.com/logon))
3. Calling Envolve Vision's Customer Service
  - MMM of PR 844-833-1905
  - MCS 855-754-4943
  - HUMANA of PR 877-236-0940

# Find Answers in the Provider Manual

The current Puerto Rico Vision Provider Manual is posted in Eye Health Manager. Login at [envolvevision.com/logon](https://envolvevision.com/logon), then choose *Provider Resources > Office Manuals > Provider Manuals*. Please refer to this manual, along with the custom Plan Specific for your particular plan and product, before providing services to members.

## Recordkeeping Requirements

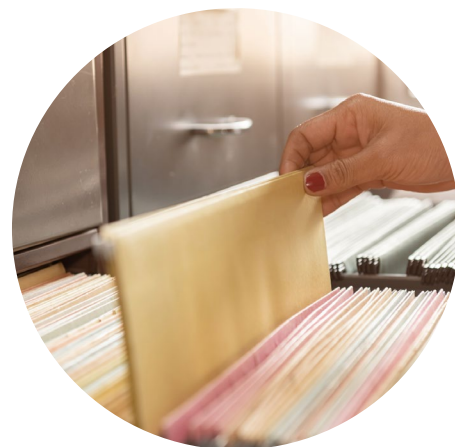
Your commitment to accurate medical recordkeeping is crucial. Enolve Vision mandates compliance with industry standards and the Provider Participation Agreement.

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.

Enolve 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.

Enolve 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.<sup>1</sup>

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](#)

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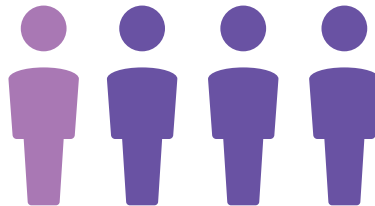
<sup>1</sup> Vajaranant TS, Wu S, Torres M, Varma R. The changing face of primary open-angle glaucoma in the United States: demographic and geographic changes from 2011 to 2050. *Am J Ophthalmol.* 2012 Aug;154(2):303-314.e3. doi: 10.1016/j.ajo.2012.02.024. Epub 2012 Apr 27. PMID: 22541661; PMCID: PMC3401269.

# 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.

## 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. Simply follow the link at [Online Provider Update 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*.

## 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.

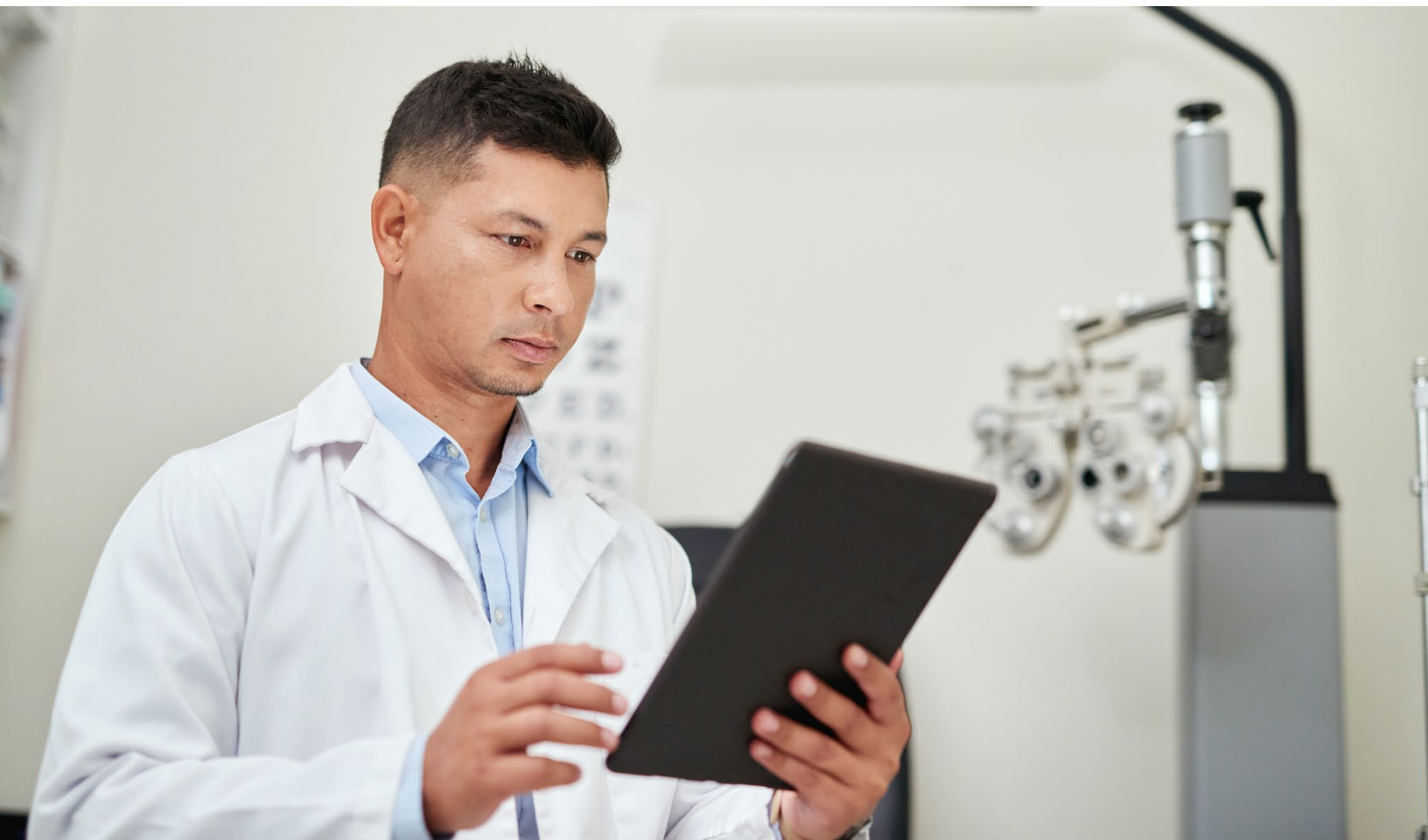
## Clinical Policy Updates

As a reminder, you can review Clinical Policies after logging into the [Eye Health Manager](#) provider portal. Once logged in, choose *Provider Resources > Policies and Procedures > Puerto Rico Policies*.

## 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	Time Frame
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



**26,000**  
PROVIDERS



**1.4M** MEDICARE  
LIVES



**3.9M**  
HEALTH INSURANCE  
MARKETPLACE LIVES



**12.1M**  
MEDICAID LIVES

## About Envolve Vision

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.

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

