

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.

Provider Manual Updates

As a reminder, yearly updates are made to the Vision Provider Manuals, so always check the 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.

Verify Your Office Location Information

Verify your office locations and contact information by giving us a call or looking up your office location on the [Find A Provider](#) tool. If any information needs to be updated, please complete the [Provider Update Form](#).

Reminder: Submit a Provider Data Request form as soon as any information changes to ensure your information is always accurate.

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](#).



Cultural Competency

Envolve Vision is dedicated to delivering eye care services that are culturally and linguistically suitable, upholding the dignity and value of every individual member. These services are intended for individuals regardless of age, gender, race, color, religion, sexual orientation, and/or national origin, disability, mental or physical disability, or limited English proficiency.

Envolve Vision places emphasis on providing exceptional eye care through culturally competent staff, providers, and contractors. The organization encourages the nurturing of positive relationships between providers and members, promoting fair and equal treatment while increasing cultural consciousness.

Furthermore, Envolve Vision has embraced the Culturally and Linguistically Appropriate Services Standards, as formulated by the Department of Health and Human Services, Office of Minority Health. These standards serve as a crucial resource in providing services that are attuned to cultural sensitivities.

Envolve Vision encourages its participating providers to complete the [U.S. Department of Health and Human Services Physician Practical Guide to Culturally Competent Care](#), which equips healthcare professionals with the skills necessary to better treat the diverse populations that they serve.

If you have completed Cultural Competency training, please update your status on our [Provider Update Form](#) online.

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

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.

[Take the Survey Here](#)

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.

VISION CARE BY THE NUMBERS

Envolve Vision Proudly Serves

 **31** STATES

 **26,000+**
PROVIDERS

 **880,000**
MEDICARE LIVES

 **4M**
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.

envolve⁷
VISION BENEFITS | *Puerto Rico*