

## PROVIDER NEWSLETTER • FALL 2024

*Centene Vision Services 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.*

## Marketplace Benefits Available in 28 States for 2025

With the addition of **Iowa** in 2025, Centene Vision Services now offers pediatric and optional adult vision coverage for Marketplace members in more than half of our states. We also are adding new counties in **Florida, Illinois, Louisiana, Michigan, New Jersey, North Carolina, Ohio, Pennsylvania** and **Washington**.

Ambetter Health insurance plans cover essential health services and give members access to the broadest network of care providers. Providers should always verify eligibility before rendering services. For specific individual member benefits and eligibility, log into our secure provider portal [Eye Health Manager](#) (EHM) or call our Customer Service team.

## Provider Manual Updates

As a reminder, yearly updates are made to the Vision Provider Manuals, so always check the EHM at [centenevision.com/logon](https://centenevision.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.



# Local Market Reminders

Below are important upcoming changes:

- **California Medicaid** – California Health Net providers must complete the EPSDT training by Jan. 31, 2025.\*
- **Florida Medicaid** – A new plan will be added to cover vision benefits for Sunshine Health members living with HIV/AIDS. This will go live February 1, 2025.
- **Iowa Ambetter** – Ambetter Health is expanding Marketplace vision coverage to Iowa. This expansion go-live date is January 1, 2025.

\* Registered California Medicaid providers are required to complete the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) for Medi-Cal members training. The training is due Jan. 31, 2025. **If you have completed this attestation within the past year, no action is required.** Please contact [ebocompliancematters@centene.com](mailto:ebocompliancematters@centene.com) with any questions. Link to training: [centenevision.com/catrain](https://centenevision.com/catrain)

## 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. Centene Vision Services 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

Centene 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.

Centene 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, Centene 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.

Centene 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.

## 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 or [centenevision.com/policies](https://centenevision.com/policies).

Policy	Policy Title	Q3 2024 Updates
CP.VP.14	Scanning Computerized Ophthalmic Diagnostic Imaging (SCODI)	Updated medically indicated diagnoses for posterior segment, retina 92134 – SCODI to include additional ICD-10 codes related to retinal holes, breaks and visual field defects.
CP.VP.27	Vision: Early and Periodic Screening Diagnosis and Treatment	Policy clarification that supporting documentation is required for consideration of coverage under EPSDT regulations.
CP.VP.40	Photodynamic and Intravitreal Therapies and Pharmaceuticals	Updated clinical indication for Vabysmo to include macular edema following retinal vein occlusion; added prescribing and coding information for Izervay.




# VISION CARE BY THE NUMBERS

Centene Vision Services Proudly Serves

 **31** STATES +  
PUERTO RICO

 **26,000+**  
PROVIDERS

 **880,000**  
MEDICARE LIVES

 **4M**  
MARKETPLACE LIVES

 **10M**  
MEDICAID LIVES

## About Us

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

**CENTENE**<sup>™</sup>  
VISION SERVICES