

# envolve YOU

Envolve Vision, Inc.  
Including all associated Subsidiaries

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## Contact Us!

***Our teams are available and ready to help!***

**Customer Service:** (800) 840-7032

**Utilization Management:** (800) 368-4345

**Network Management:** (800) 531-2818

## Diabetic Care Coordination



Envolve Vision strives to be a strong partner in caring for our members. As part of this effort, we aim to ensure that our diabetic members have their eyes examined regularly. We have an outbound calling center that contacts diabetic patients who have not had an eye exam and will assist them in setting up an eye exam with a local in network eye doctor. To help us target those patients who have already had a diabetic retinal evaluation, please remember to report their retinopathy and examination status. Based on Envolve Vision's services in your area and your contract with Envolve Vision, you may be reimbursed for reporting the following:

- Conducting a dilated retinal evaluation in a diabetes patient (2022F)
- Photographic documentation of retinal findings (2024F)
- Documenting the severity of retinopathy and presence of absence of macular edema (2021F)
- Communicating findings of a dilated examination with patient's primary care physician (5010F)
- Objective evaluation of retinopathy and/or macular edema (G8397 if performed, G8398 if not performed)
- Documentation of low risk for retinopathy based on current and prior evaluations (3072F)

## Are you registered with Eye Health Manager?

Envolve Vision offers participating providers access to our 24/7 provider portal, Eye Health Manager, to:



- Verify member benefits and eligibility
- File, manage, review, and check the status of your claims
- View, search, request secure HIPAA compliant prior authorizations
- Download, research, and reprint EOP's
- View office manual and plan specifics, etc.

Let Envolve Vision decrease your administrative burdens and register for access today at:

<https://visionbenefits.envolvehealth.com/RequestAccess.aspx>

## Envolve Vision Policies and Procedures

As a reminder, Envolve Vision's Policies and Procedures, including clinical criteria, are available by logging into Eye Health Manager and clicking **Provider Resources** and then **Policies and Procedures**.

If you do not have access to Eye Health Manager, register at the link above.

## Help Envolve Vision Go Green!



Envolve Vision has started sending communications to providers via email. To assist us with our transition to go green, we need to make sure your current email address is up to date in our systems. Please perform one of the following, as applicable:

- 1.) CAQH Users - Please ensure your email address is updated on your application and CAQH profile. If it is already up to date, no further action is required.
- 2.) Non-CAQH Users - Please update your email address by visiting: <https://visionbenefits.envolvehealth.com/noticeemail.aspx>

We appreciate your assistance!