



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, option 4

Texas CHIP Copayment Reimbursement Reminder

As a reminder, Copayments were waived for services provided to CHIP members in the FEMA declared counties (listed here: <https://www.fema.gov/disaster/4332>) from **August 25, 2017 through November 30, 2017**. If you, the provider, provided services to CHIP members during this timeframe and did not collect the copayment from the member, you are eligible to be reimbursed for the waived copayment. To be reimbursed, you must fill out the **CHIP Copayment Attestation and Invoice Request** form located on our website at <https://visionbenefits.envolvehealth.com/forms.aspx> under the "Texas Provider Temporary Forms" section and submit it **no later than May 1, 2018** to:

Envolve Vision
Attn: Claims Department
P.O. Box 7548
Rocky Mount, NC 27804

Register to receive electronic payments from Envolve Vision!

To begin receiving electronic payments from Envolve Vision, please register with PaySpan by following the instructions below:

- Call PaySpan at 1-877-331-7154, option 1 to obtain your unique registration code
- Visit www.payspanhealth.com and click **Register**

Now

- Enter your Registration Code and click **Submit**
- Enter your Registration Code, Provider ID Number (PIN), Tax ID Number (TIN) or Employer Identification Number (IEN) and your National Provider Identifier (NPI) and click **Start Registration**
- Complete your registration by following the instructions

CMS Mandate New Identification for Medicare Members

Beginning April 2018, CMS will begin sending new Medicare cards to members with a new Medicare Beneficiary Identifier (MBI) number.

Additional information can be found on the Providers tab by logging into Envolve Vision's Eye Health Manager at:

www.envolvevision.com/logon

HEDIS Tips and Training

To view Envolve Vision's HEDIS Training and Tips, please visit our Education page at: <https://visionbenefits.envolvehealth.com/education/default.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**.