



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

As part of Envolve Vision's on-going commitment to our members and providers, we would like to affirm the following:



- 1.) Envolve Vision UM staff and Medical Director decision making is based only on appropriateness of care and service and existence of coverage.
- 2.) Envolve Vision does not specifically reward practitioners or other individuals for issuing denials of coverage.
- 3.) Envolve Vision does not offer financial incentives for UM decision makers to encourage decisions that result in underutilization.

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>

Eligible ICD-10 Codes

As a reminder, for your convenience, all eligible ICD codes (excluding Texas) can be found on Envolve Vision's website at: <https://visionbenefits.envolvehealth.com/forms.aspx>

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**.

If you do not have access to Eye Health Manager, register for access at:

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