



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.

ORDERING AND REFERRING PROVIDER NPI REQUIREMENTS

Effective **September 1, 2018**, HHSC will now require the submission of the ordering and referring provider's National Provider Identifier (NPI) on all managed care encounters. Additional information about this requirement can be found at: www.tmhp.com

PCP referrals are not required for Vision Care Providers

As a reminder, referrals from a Primary Care Physician (PCP) are not required in order for a member to schedule an exam with a vision care provider. Should you have any questions, please contact the Customer Service number located in your plan specifics.

Office Information Updates - Appointment Availability

Please verify that your office information and appointment availability is up-to-date. Providers must be able to offer appointments within the appointment wait time as established by HHSC.

Eligible ICD-10 Codes

As a reminder, for your convenience, all eligible ICD codes for Texas providers can be found by logging into Eye Health Manager at envolvevision.com/logon, clicking **Provider Resources** and selecting **Office Manuals**.

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>