

# GET INVOLVED

THE ENVOLVE VISION PROVIDER NEWSLETTER

Q2 2019

VOLUME 5 - ISSUE 2



## UPDATE EMAIL ADDRESS

Important reminders and notices are posted on the home page of the Eye Health Manager and communicated to doctors via fax, mail, or email. To ensure that you receive all email communications, please visit our homepage at the link below and select **Update Email Address**. In the comments section, provide your most recent fax number if applicable.

<https://envolvevision.com/logon>

## NEW WEB PORTAL TRAINING

Learn how to use the web portal effectively. To view Envolve Vision's online training, please visit our Education page at the link below and select: **Eye Health Manager Training (PDF)**

<https://envolvevision.com/education>

## UPDATE OFFICE LOCATION

Is your office closing, adding a new location, or changing address? Complete one of the following to update your information for the Provider Directory:

- Visit the link below, complete and submit the Online Provider Update Form.
- Call (800) 531-2818, option 4
- Email:  
[visionproviderdirectory@envolvehealth.com](mailto:visionproviderdirectory@envolvehealth.com)

<https://envolvevision.com/logon>

## NEW EYE DOCTOR TRAINING

To view Envolve Vision's online training, please visit our Education page at the link below and select:

**New Provider Training (PDF)**

<https://envolvevision.com/education>

# THE ENVOLVE VISION COMMITMENT

As part of our ongoing commitment to members and providers, please review the following:

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

## FRAUD, WASTE AND ABUSE

If you suspect another eye doctor is inappropriately billing Envolve Vision or if a member is receiving unnecessary services, please **contact our Fraud, Waste and Abuse hotline at (800) 361-9025**. Envolve Vision takes all reports of potential fraud, waste and abuse seriously and investigates all reported issues.

## RE-CREDENTIALING

All eye doctors are **re-credentialed every 36 months** unless otherwise requested by the Payor. Reminder notices are distributed three months and one month prior to the expiration of the eye doctor's credentials.

## INTERPRETATION SERVICES

To develop culturally competent and proficient practices, eye doctors must ensure that members understand they have access to medical interpreters, signers, and TDD/TTY services to facilitate communication without cost to them.

**For TTD/TTY services, please call (844) 257-4142.**

## APPOINTMENT WAIT TIME

The following access to care standards for appointment wait times have been established for eye doctors by our Quality Improvement Committee:

- Routine Eye Examination: Within two weeks
- Sub-Acute Problem: Within two weeks
- Chronic Problem: Within four weeks
- Urgent: Within the same office day



## QUESTIONS? 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

**Follow Envolve Health on Social Media!**

