NC MEDICAID
VIRTUAL OFFICE HOURS
Routine Optical Services in Medicaid Managed Care

Ronda Owen, Program Manager

August 27, 2019

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- **Previously Submitted Provider Questions**

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- **Provider Questions**

PREVIOUSLY SUBMITTED QUESTIONS

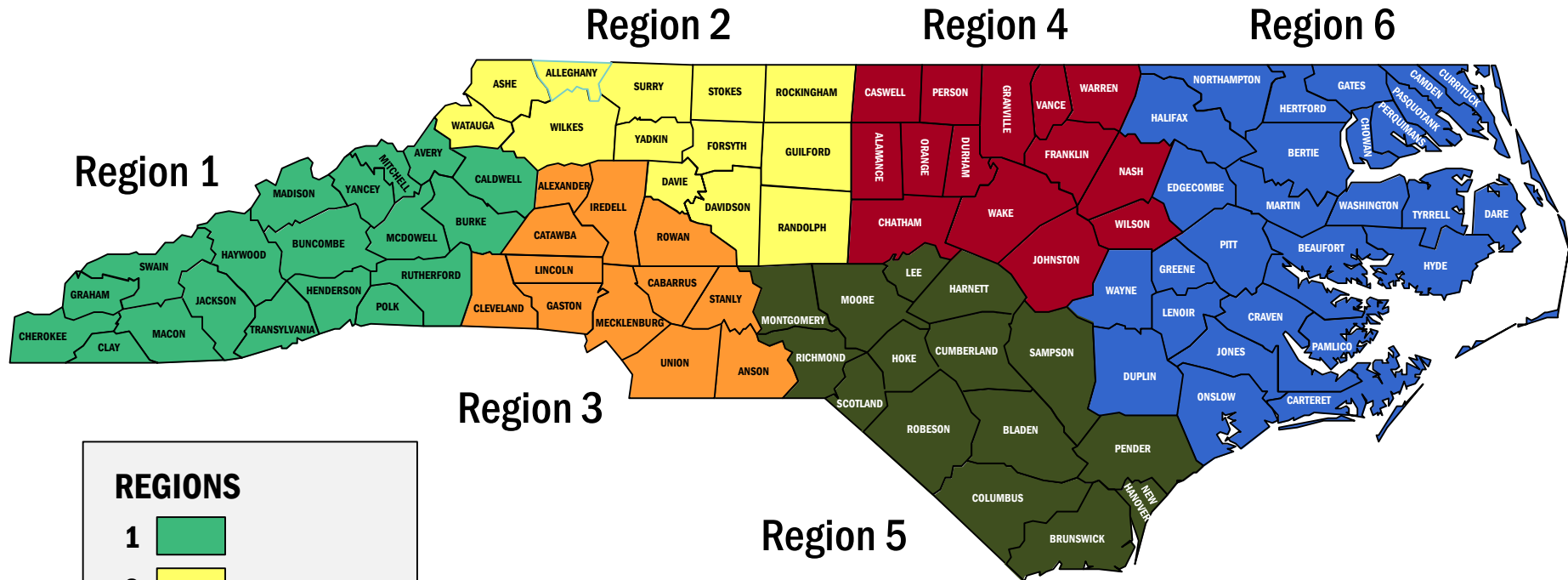## PLEASE ENTER ALL QUESTIONS INTO THE CHATBOX AND SEND ONLY TO:

AADMIN_FOR_QUESTIONS --

Medicaid Managed Care Launch

February 1, 2020 – All Regions

https://www.ncdhhs.gov/news/press-releases/ncdhhs-extends-open-enrollment-medicaid-beneficiaries-announces-statewide-move

MAP - PHP Regions

PHPs and Contact Information

AmeriHealth Caritas North Carolina

ProviderRecruitmentNC@amerihealthcaritas.com

(844) 399-0474

Carolina Complete Health *Only in Regions 3, 4, and 5*

networkrelations@cch-network.com

(833) 552-3876

HealthyBlue

NCproviderquestions@nchealthyblue.com

(844) 415-2045

PHPs and Contact Information

UnitedHealthcare

CarolinasPRTeam@uhc.com

(800) 638-3302

WellCare of North Carolina

networkexpansion@wellcare.com

(855) 559-3814

PHP Vision Plan Partners and Contact Information

AmeriHealth Caritas North Carolina (844) 399-0474

None

Carolina Complete Health (833) 552-3876

Envolve Vision – (800) 531-2818

HealthyBlue (844) 415-2045

EyeMed – (855) 422-6733

UnitedHealthcare of North Carolina (800) 638-3302

March Vision – (844) 736-2724

WellCare of North Carolina (855) 559-3814

Superior Vision – (800) 879-6901

Beneficiary Resources

YOU are a Great Resource For Your Medicaid Patients

- **Enrollment – Enrollment Broker at (833) 870-5500**

- **Medicaid Contact Center at (888) 245-0179**

- **Local County Department of Social Services**

- **https://medicaid.ncdhhs.gov/medicaid**

Provider Resources

Resources for Medicaid Direct and Managed Care

- **PHP and PHP Vision Plan Partners**

- **Medicaid Contact Center at (888) 245-0179**

- **Email: Medicaid.Transformation@dhhs.nc.govMedicaid**

- **Medicaid SWAT Team: medicaid.swat@dhhs.nc.gov**

- **NCTracks Call Center at (800) 688-6696**

- **Ronda Owen, Program Manager (919) 527-7668**

- **Katie Stuart, Visual Services Specialist (919) 527-7669**

- **Provider Playbook: Medicaid Managed Care**

    https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care

Medicaid and Health Choice

Routine Optical Services

Mirror One Another
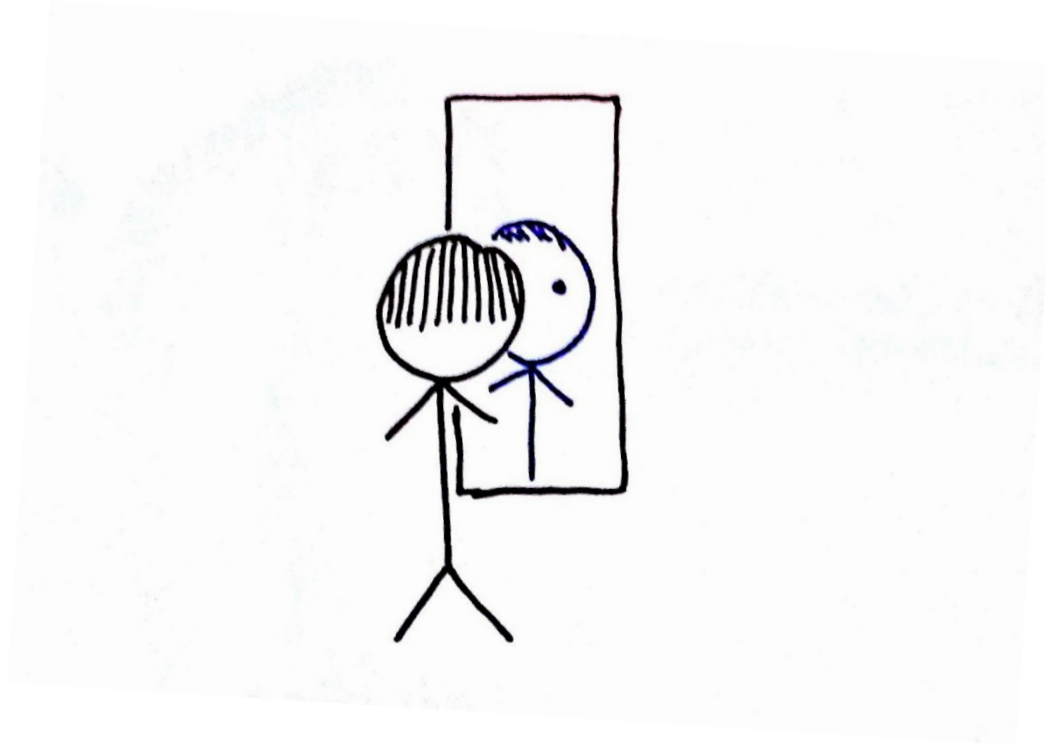
'The Floor' – Current Routine Optical Policies

PEDIATRIC – Policy 6A

Routine Eye Examination and Visual Aids for Beneficiaries Under 21 Years of Age

https://files.nc.gov/ncdma/documents/files/6A_0.pdf

ADULT – Policy 6B

Routine Eye Examination and Visual Aids for Beneficiaries 21 Years of Age and Older

https://files.nc.gov/ncdma/documents/files/6B_0.pdf

What are Routine Optical Services?

Routine Optical Services

- **Routine Eye Exam Services**
  - Routine Eye Exam
  - Refraction Only

- **Visual Aid Services**
  - Eyeglasses
  - Medically Necessary Contact Lenses

Frequency for Routine Eye Exam <u>or</u> Refraction Only and Eyeglasses

- **CHILDREN** – Once every year (365 days)

- **ADULTS** – Once every 2 years (730 days)

NOTE: A provider may request prior approval (PA) for an additional routine eye exam or refraction only or eyeglasses during the time limit. PA requests are reviewed for medical necessity.

Frequency for Contact Lenses

CHILDREN and **ADULTS**

Generally, once every year (365 days)

Frequency can be influenced by:

- **Type of contact lens**

- **Prescription change**

Services Included in Capitation

Routine Eye Exam Services
- Routine Eye Exam
- Refraction Only

Medically Necessary Contact Lenses

Eyeglasses Dispensing Fee

NOTE: Beneficiaries fit with medically necessary contact lenses are also eligible for back-up eyeglasses.

Routine Eye Exam Services - Coding

Routine Eye Exam Coding

Routine Eye Exam - Healthcare Common Procedure Coding System (HCPCS) Codes

- **S0620** - **Routine ophthalmological examination including refraction; new patient.**

- **S0621** - **Routine ophthalmological examination including refraction; established patient.**

NOTE: 92-range CPT codes may <u>NOT</u> be billed for routine eye exams
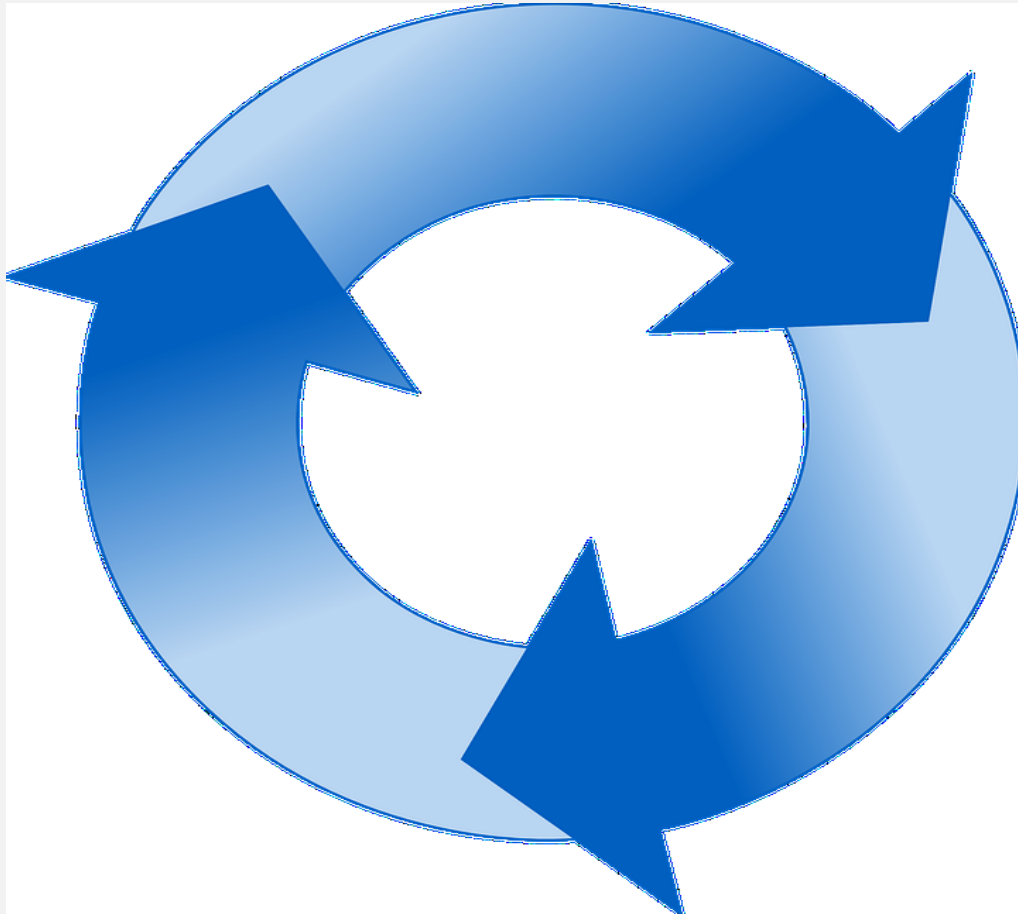
Service Carve-Out

NC Session Law 2017-186

Per the North Carolina General Assembly, eyeglasses fabrication, including complete glasses, eyeglass lenses, and ophthalmic frames, is carved out and remain fee-for-service.

PA for Carved Out Medicaid Eyeglasses

PA submission remains the same for the initial carved out Medicaid Direct eyeglasses through Nash Optical Plant.

#1- Prior Approval

Providers will continue to obtain prior approval through NCTracks

The dispensing fee is <u>included</u> in capitation.

2 – Claim

Providers will submit dispensing fee claims to the managed care company or managed care vision plan partner.

Value Added Service

Value Added Service (VAS)

- **PHPs may offer State approved additional coverage beyond the 'floor' services outline in current Medicaid clinical coverage policies.**
- **A VAS is offered as a bonus to enhance care and attract members to the PHP's network.**

Two Types of Visual Aid Benefits

Carved Out

- **Initial Medicaid Direct eyeglasses through NCTracks and Nash Optical Plant**

VAS Eyeglasses

- **VAS eyeglasses are provided through the PHP or the PHP's vision plan partner, NOT through NCTracks or Nash Optical Plant**
- **VAS eyeglasses may <u>ONLY</u> be provided <u>AFTER</u> the beneficiary has received the initial eyeglasses through NCTracks and Nash Optical Plant**

PHPs Offering Routine Optical VAS

PHPs Offering Routine Optical VAS

- **AmeriHealth Caritas North Carolina**
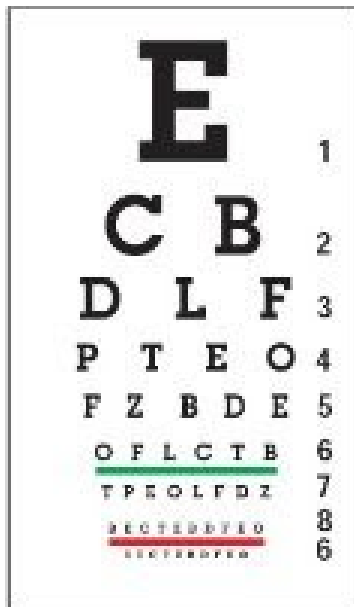
- **Carolina Complete Health**

- ~~**HealthyBlue**~~

Contact each PHP for details regarding optical VAS services and processes.

Routine Eye Exams and Access to Care for Eyeglasses

There are two type of practices providing routine optical services.
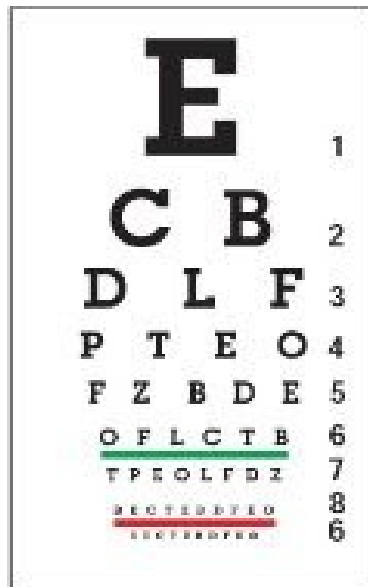
EXAM ONLY

EXAM & GLASSES

Routine Eye Exams and Access to Care for Eyeglasses

Subsection 7.2 of the child (6A) and adult (6B) polices address access to care for both practice types.

EXAM ONLY

Prior to making the appointment, the provider must inform the beneficiary that only an eye exam is available at the practice and that glasses are not provided for any patients.

Routine Eye Exams and Access to Care for Eyeglasses
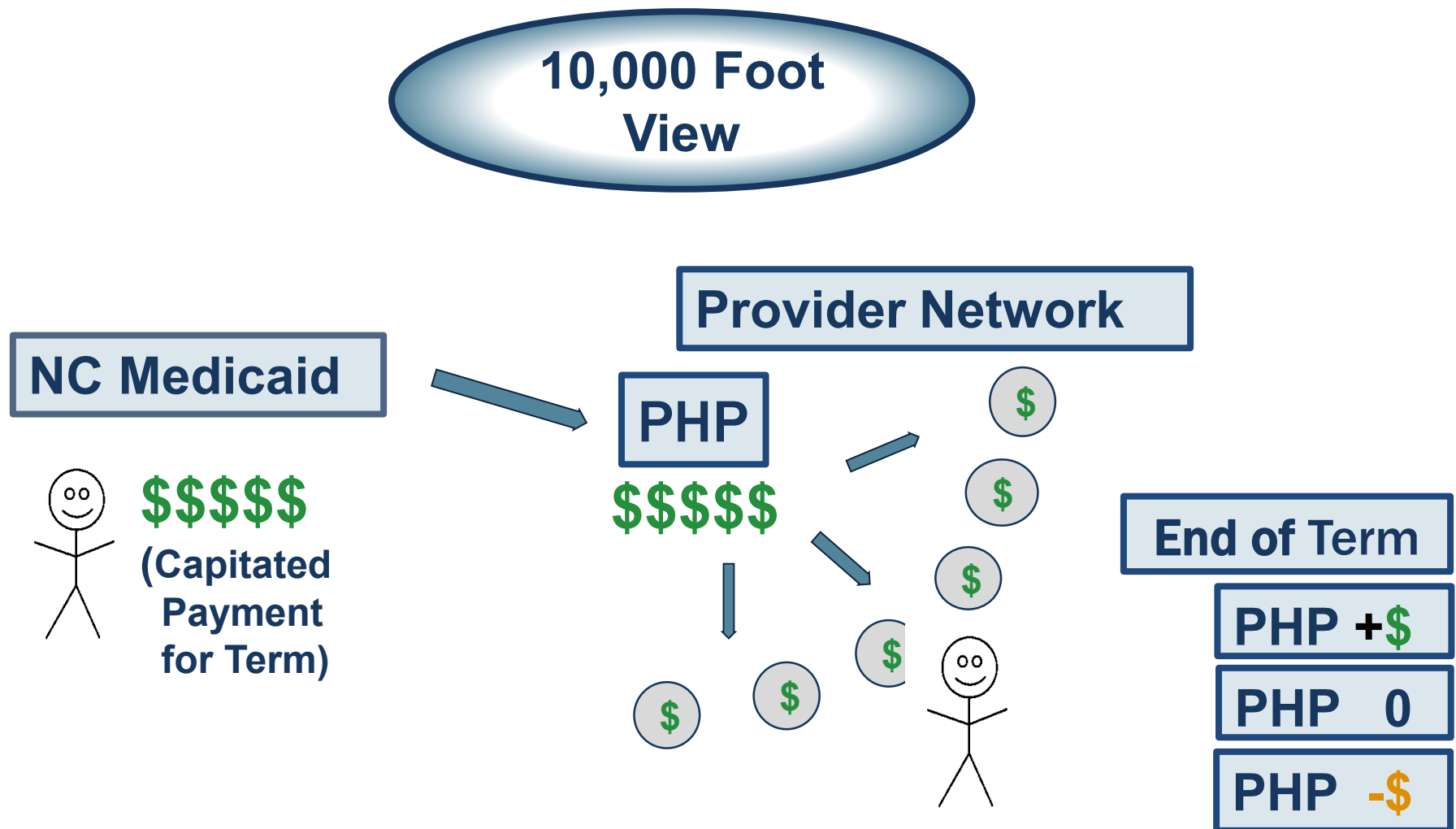
EXAM & GLASSES

If the provider provides both an eye exam and eyeglasses for non-Medicaid patients, the same must be provided for Medicaid beneficiaries.

Routine Eye Exams and Access to Care for Eyeglasses

Providers who provide both optical services (routine eye exams and eyeglasses) to non-Medicaid patients, and provide Medicaid routine eye exams through a PHP, must also provide Medicaid Direct eyeglasses through NCTracks and Nash Optical Plant.

What is Capitation ? How does it Work?

10,000 Foot View

Provider Network

NC Medicaid

PHP

$$$$$ (Capitated Payment for Term)

$$$$$

$ $ $ $ $ $

End of Term

PHP +$

PHP 0

PHP -$

Your Live Questions Answered

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Opportunities for Engagement

DHHS values input and feedback and is making sure stakeholders have the opportunity to connect through a number of venues and activities.

Ways to Participate

- Regular webinars, conference calls, meetings, and conferences

- Comments on periodic white papers, FAQs, and other publications

- Regular updates to website: https://www.ncdhhs.gov/assistance/medicaid-transformation

- Comments, questions, and feedback are all very welcome at Medicaid.Transformation@dhhs.nc.gov

- Provider Resources: https://Medicaid.ncdhhs.gov/providers

Providers will receive education and support during and after the transition to managed care.

Upcoming Events

Upcoming Managed Care Webinar Topics

- **MCT 113: Care Management under BH I/DD Tailored Plans: Information for Providers**
  Thursday, Aug. 29, 2019 from 12-1 p.m.

- **MCT 114: NC's Transition to Managed Care: The Crossover Series**
  Thursday, Sept. 5, 2019 from 1-2 p.m.

- **MCT 115: NC's Transition to Managed Care: The Crossover Series Continued**
  Thursday, Sept. 19, 2019 from 1-2 p.m.

Upcoming Managed Care Publications

- **Provider Specific Questions**

- **General Provider Frequently Asked Questions**

Other Upcoming Events

Virtual Office Hours Sessions:

- **EB Provider Directory Discussion**
  Tuesday, Sep. 17, 2019 from 12-1 p.m.

- **LTSS Overview**
  Tuesday, Oct. 15, 2019 from 12-1 p.m.

- **Provider reviews, audits and investigations in Managed Care**
  Tuesday, Nov. 12, 2019 from 12-1 p.m.

- **Provider/PHP Meet and Greets:**
  beginning April 2019

Look out for more information on upcoming events and webinars distributed regularly through special provider bulletins.
https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care

Future Webinar Topics

- **Oversight of the AMH Program**

- **Approach to AMH Data Sharing (Two webinars: 101 and 102)**

- **Quality Measurement and Performance Incentives in the AMH Program**

- **Priority Updates to the State's VBP Roadmap**

- **"Deep Dive" on Avoidable Utilization Quality Measure**

- **"Deep Dive" on Low-Birthweight Quality Measure**

- **Introduction to the Healthy Opportunities Pilots**

Provider Playbook Resources

Document Title/Topic	Document Type
Introduction to Medicaid Transformation: Part 1 - Overview	Fact Sheet
Introduction to Medicaid Transformation: Part 2 - Beneficiary Enrollment & Timelines	Fact Sheet
NEMT	Fact Sheet
Contracting and Quality Determination for a Provider	Fact Sheet
Deemed Eligible Process for Newborns: What Providers Need to Know	Fact Sheet
Managed Care Populations and Enrollment Notices	Fact Sheet
Sample Enrollment Notices/Outreach Materials	Actuals
Grievances and Appeals: Members	Fact Sheet
Grievances and Appeals: Providers	Fact Sheet
Care Management	Fact Sheet
Panel Management	Fact Sheet
Readiness Assessment (Part 1): Provider POV	Discussion Guide/Checklist
Care Management	Fact Sheet
Quality	Fact Sheet
Fraud, Waste and Abuse	Fact Sheet
Healthy Opportunities	Fact Sheet

PLEASE CONTINUE TO SEND ALL QUESTIONS IN THE CHATBOX TO: AADMIN_FOR_QUESTIONS --

THANK YOU FOR JOINING THE VIRTUAL OFFICE HOURS DISCUSSION!