



2023 IHCP Works Seminar
Vision Services

Presented By: Amy Kerr

Providing health coverage to Indiana families since 1994

About MDwise

Our Mission

MDwise provides high-quality, affordable health care services and improves the well-being of our members by bringing together exceptional employees, community leaders and health care professionals.

- MDwise is local and Indiana's only non-profit, provider-sponsored health plan.
- Owned by McLaren Health Care Corporation, a provider-owned, not-for-profit integrated health system with multi-state experience committed to better serving Hoosier families.
- MDwise administers Medicaid and Medicare programs throughout Indiana to ensure all families receive high-quality and affordable health care.
- MDwise has a large network of doctors, specialists and hospitals throughout Indiana.

Agenda

- Provider Enrollment Process
- Prior Authorization for Vision Services
- Billing and Reimbursement for Vision Services
- Eye Examinations and Eyeglasses
- Repairs and Replacements
- Resource Guide



Commonly Used Acronyms

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List of Key Acronyms

Acronyms	
CAR	Claim Adjustment Request
CPT	Current Procedural Terminology
DOS	Date[s] of Service
FSSA	Family and Social Services Administration
EOP	Explanation of Payment
HCPCS	Healthcare Common Procedure Coding System
IHCP	Indiana Health Coverage Programs
MCE	Managed Care Entity
MSRP	Manufacturer Suggested Retail Price
PA	Prior Authorization
PCSU	Provider Customer Service Unit
PR	Provider Relations



Vision Provider Enrollment

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What Provider Type Are You?

Provider Type	Specialty
Type 18 – Optometrist	Specialty 180 – Optometrist
Type 31- Physician	Specialty 330 – Ophthalmologist
Type 19- Optician	Specialty 190 – Optician



For further information about Enrollment, see the module: [IHCP Provider Enrollment Module](#).

* Please note you must be enrolled with IHCP prior to enrolling with MDwise

Vision Provider Enrollment

- Providers must complete an [IHCP MCE Enrollment Form](#) to submit for new or updated enrollments.
- [Step-by-Step Instructions](#) are outlined on our website under the [Become an MDwise Provider](#) section.

For Providers	
Become an MDwise Provider	+
Step by Step Instructions	
Credentialing Requirements	
Effective Date Policy	
PMP Network Participation Requirements	

Step by Step Instructions

MDwise utilizes the IHCP MCE Practitioner Enrollment Form and IHCP MCE Hospital/Ancillary Provider Enrollment Form to enroll providers.

Step 1: Select the applicable form based on your provider type and specialty. Detailed instructions are provided to assist you with completing the forms.

[IHCP MCE Practitioner Enrollment Form](#)

[IHCP MCE Hospital/Ancillary Provider Enrollment Form](#)

MProvider Connect

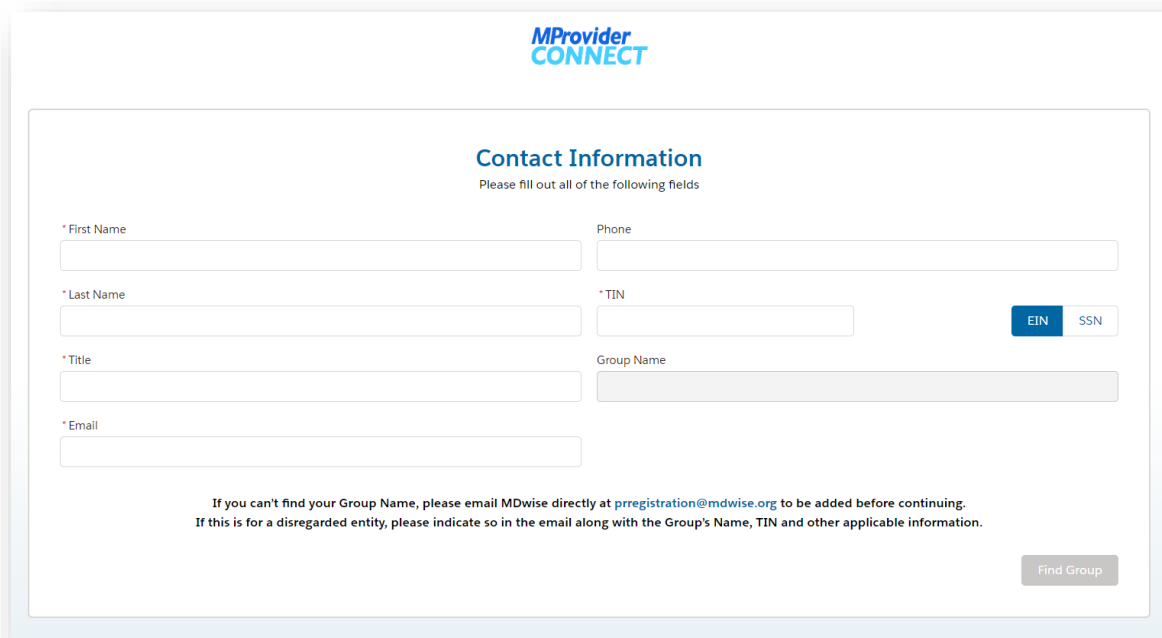
- To access MProvider Connect, go to MDwise.org | [For Providers](#) and select [Become an MDwise Provider](#).
- Select [MProvider Connect](#) to access the login screen.

The screenshot shows the MDwise website header with navigation links: For Members, For Providers, Events, Careers, and Search. Below the header, there are links for Medicaid Plans, Medicare Advantage, Health & Wellness, About MDwise, and Sign In Or Register. A language selection dropdown is also visible. The main content area features a dark blue banner with the text 'MDWISE BECOME AN MDWISE PROVIDER'. Below this, a breadcrumb trail reads 'MDwise Home > For Providers > Become an MDwise Provider'. A sidebar on the left contains a 'For Providers' menu with 'Become an MDwise Provider' highlighted. The main content area is titled 'Become an MDwise Provider' and includes instructions for enrollment, contact information (Email: prerollment@mdwise.org, Fax: 317-822-7310), and a link to the MProvider Connect tool.

The screenshot shows the MProvider Connect login screen. It features the 'MProvider CONNECT' logo at the top, followed by a 'Create an Account' button. Below this is a login form with two input fields: 'Username' and 'Password'. A 'Log in' button is positioned below the password field. At the bottom of the form, there is a link for 'Forgot your password?'.

MProvider Connect Registration

- MProvider Connect registration is available for groups with an existing MDwise Agreement or groups that are requesting a contract.
- If the Tax ID is not found in the TIN search field on the contact information screen, email prregistration@mdwise.org and request that a new account be added to MProvider Connect.



The screenshot shows the MProvider Connect registration interface. At the top, the logo "MProvider CONNECT" is displayed. Below it, the heading "Contact Information" is centered, followed by the instruction "Please fill out all of the following fields". The form contains several input fields: "First Name", "Last Name", "Title", "Email", "Phone", and "TIN". There are also two buttons, "EIN" and "SSN", next to the TIN field. A "Group Name" field is present but appears to be disabled or greyed out. At the bottom of the form, there is a "Find Group" button. A note at the bottom of the form reads: "If you can't find your Group Name, please email MDwise directly at prregistration@mdwise.org to be added before continuing. If this is for a disregarded entity, please indicate so in the email along with the Group's Name, TIN and other applicable information."

MProvider Connect Registration (continued)

- Once the registration is submitted, the contact will receive confirmation in addition to a welcome email containing a link to verify their new account.

**MProvider
CONNECT**

You should receive an email to setup your credentials to continue with the submission process.

Your username is

From: **MDwise Pre Enrollment** <prenrollment@mdwise.org>

Date: Wed, Jul 26, 2023 at 1:45 PM

Subject: Sandbox: Welcome to MDwise

To:

Hi Test,

Thanks for creating your MDwise group account. Please click [here](#) to finish your account setup.

Your username is [gmail.com.mdwise](#)

Or use the following URL if the link does not work : <https://mclarenhealthcare--uat.sandbox.my.site.com/mdwise/s/setup-password?token=7f1b220490b96d1b64769951d53230d0db5c9a513fa656f71a0595002090515a6969d265d3816b2130ad23742bbffa4897c4f3f2ca029223c4fe79119>



Vision Covered Services

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Covered Services

- MDwise provides coverage for services as outlined in the [IHCP Vision Module](#) and [Vision Services Codes](#).





Vision Prior Authorization

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Prior Authorization

- MDwise members can self-refer for vision services.
- Some Vision services do have prior authorization requirements.
- Providers can submit PA requests through the [MDwise Prior Authorization Portal](#).
- Additional Prior Auth Resources can be found on MDwise.org
 - [Prior Authorization Reference Guide](#)
 - [Universal Prior Authorization Form](#)
 - [Prior Authorization Portal Instructions](#)

Prior Authorization

- IHCP and MDwise do not have requirements for prior authorization for most vision services. However, PA is required for the following:
 - Blepharoplasty for significant obstructive vision problems
 - Prosthetic device, except eyeglasses
 - Reconstruction or plastic surgery
 - Retisert
 - Vision Training Therapy – CPT 92065
- When in doubt, see the [IHCP fee schedule](#) and the [MDwise Prior Auth Exclusion](#) list to verify if a procedure needs a Prior Auth.



Vision Billing and Reimbursement

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Billing and Reimbursement

- MDwise will reimburse vision providers only for services listed in their respective provider code set.
 - [IHCP Provider Code Tables \(indianamedicaid.com\)](http://indianamedicaid.com)
- Additionally, all claims must reflect a date of service. The date of service is the date the specific services were supplied, dispensed or rendered to the patient.
 - For example, when providing glasses for a member, the date of service is the specific date the member received the glasses.

Billing and Reimbursement (continued)

- Claims should be submitted on the most current *CMS-1500* claim form
 - Claims are encouraged to be submitted electronically.

Hoosier Healthwise Claims:	Optum/Change Health/Emdeon/WebMD Payer ID: 3519M
Healthy Indiana Plan Claims:	Optum/Change Health/Emdeon/WebMD Payer ID: 3135M

- Paper claims: Medical claims that require an attachment, such as a cost invoice, must be sent via paper submission to the following address:

MDwise/McLaren Health Plans


P.O. Box 1575

Flint, Michigan 48501

Claim Submission Timelines

Type	Days Allowed
Contracted	90 calendar days from the date of service
Secondary	90 calendar days from the date of the primary explanation of payment (EOP)
Non-Contracted	180 calendar days from the date of service

myMDwise Provider Portal

- Navigate to [myMDwise Provider Portal](#)
- Click the [Login](#) button 
- Sign in
- Once logged in select Claims header
 - Search options include
 - Claim Number
 - Member ID
 - Date of birth

For Providers	
Become an MDwise Provider	+
Behavioral Health	
Billing and Claims	
Prior Authorization	
Forms	
Provider Manual and Overview	
ProviderLink Newsletter	
Quality	
Pharmacy Resources	
Contact Information	
Provider Programs	+
myMDwise Provider Portal	

HOME	ELIGIBILITY	QUALITY REPORTS	CLAIMS	USER MANAGER
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Adjustments and Disputes

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Claim Adjustments

- A provider may submit a Claim Adjustment Request (CAR) Form if you believe a claim has been adjudicated incorrectly or service denied inappropriately.
 - Claim Adjustment Process
 - Within 60 calendar days from the EOP, the provider should complete the CAR form and attach a copy of the corrected claim and any supporting documentation for the adjustment.
 - Send to MDwiseClaims@mclaren.org
 - CARs must be received within 60 calendar days from the most recent MDwise EOP.
- The Claims Adjustment process is not available to a provider if the Dispute Process has been used and the provider is not satisfied with the outcome.

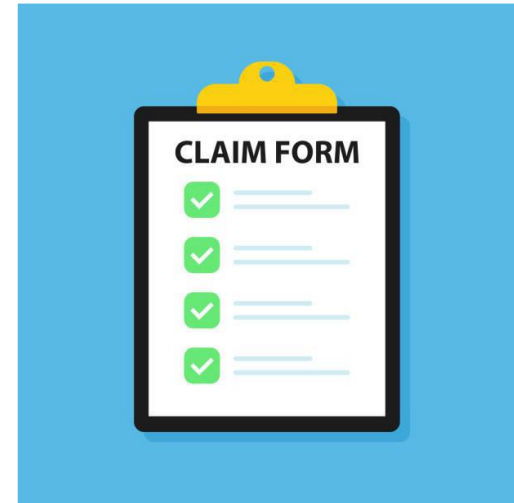
Claim Disputes

- Find the Claim Dispute form here:
 - [Claim Dispute Form](#)
- Examples of denials that may constitute a dispute include:
 - Timely filing
 - Coding issues
 - Prior authorization
- Providers must file their initial claim dispute within 90 days of a claim's determination
 - The following do not constitute a dispute
 - New Claims
 - Corrected Claims
 - Medical Records
 - Attachments
 - Recoupments

Where to Submit a Claims Dispute

- Submit the completed Claims Dispute Form via email to cdticket@MDwise.org.
 - A return email will be issued with a tracking ticket number.

- If email is unavailable, mail to:
 - MDwise
 - P.O. Box 441423
 - Indianapolis, IN 46244-1423
 - Attention: MDwise Dispute Team





Member Benefits

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Hoosier Healthwise Member Benefits

- **Eye Exams**

- One eye exam per year for members under 21 years old.
- One eye exam every two (2) years for members over 21 years old.
 - Additional examinations must be medically necessary.

- **Eyeglasses (including frames and lenses)**

- One pair of eyeglasses per year for members under 21 years old.
- One pair of eyeglasses every five (5) years for members 21 years and over.
 - Repairs or replacements of eyeglasses for reasons that are beyond your control. Examples include fire, theft or a car accident.

Healthy Indiana Plan Member Benefits

- **Eye care benefits are available for members in the following plans:**
 - HIP Plus
 - HIP Basic members ages 19 – 20
 - HIP State Plan Plus
 - HIP State Plan Basic
 - All pregnant HIP members
 - Package A
- **Eye Exams**
 - One eye exam per year for members under 21 years old.
 - One eye exam every two (2) years for members over 21 years old.
 - Additional examinations must be medically necessary.
- **Eyeglasses (including frames and lenses)**
 - One pair of eyeglasses per year for members under 21 years old.
 - One pair of eyeglasses every five (5) years for members 21 years and over.
 - Repairs or replacements of eyeglasses for reasons that are beyond your control. Examples include fire, theft or a car accident

Repairs and Replacements

- How do you know if your members are eligible for a repair or replacement?
 - Repairs or replacements are subject to the condition of the eyeglasses. If the lenses or frame can be fixed, the member will not be eligible for a new pair of eyeglasses.
- If the member do receive a new pair, their replacement limit period starts over.
- You can find out if your member is eligible for a set of frames by calling our PCSU at 833-654-9192.
- You can also use the [Vision Eligibility Request Form](#). Once completed, email visioneligibility@mdwise.org to get verification of eligibility for frames and lenses.
 - Please allow 48 business hours for a response.

Repairs and Replacements

- If the member has broken their lenses or frames, they may or may not be eligible for a new set. When billing for a repair or replacement you will need to use an appropriate modifier.-
 - To bill for eyeglass repair prior to the established frequency limit, the provider must bill with modifier U8.
 - If the member needs replacement eyeglasses due to loss, theft or damage beyond repair prior to the established frequency, the provider must bill using modifier U8.
 - If the member needs replacement eyeglasses due to a change in the prescription, providers must bill using modifier SC.
 - **Note:** The replacement of eyeglasses or any part of the eyeglasses represents the beginning of a new limit period for the replacement.
 - Find the [IHCP Procedure Code Modifiers](#) allowed to be used here.



Resources

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Resources

- **Claim Forms**

- <https://www.MDwise.org/for-providers/forms/claims>
- [Claim Adjustment Request Form](#)
- [Claims Dispute Form](#)
- [Provider Refund Remittance Form](#)
- [Vision Eligibility Request Form](#)

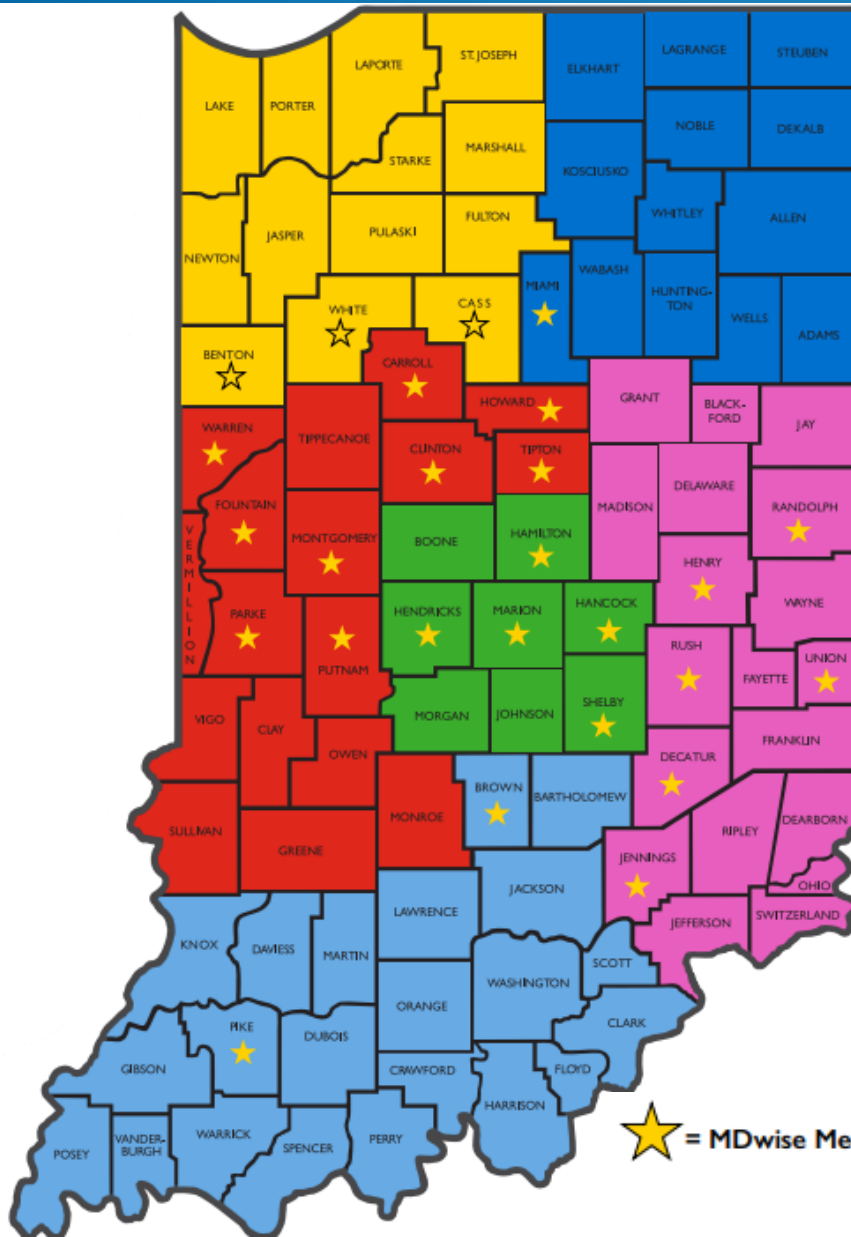
- **Claim Inquiries**

- Providers can use the [myMDwise](#) provider portal to view the status of claims quickly.

Resources (continued)

- **MDwise Manuals**
 - <https://www.MDwise.org/for-providers/manual-and-overview>
- **IHCP Provider Modules**
 - <https://www.in.gov/medicaid/providers/provider-references/provider-reference-materials/ihcp-provider-reference-modules/>
- **MDwise Claims: PCSU**
 - 1-833-654-9192
- **MDwise Member Customer Service**
 - 1-800-356-1204

MDwise Provider Relations Team



★ = MDwise Medicare Advantage Plan Available

Region 1

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Region 2

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Click [here](#) to find our map online.

MDwise Provider Relations Team

PROVIDER GROUP REPRESENTATIVES

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317-766-0505

Provider Groups

Ascension St. Vincent
Franciscan Alliance
Beacon
Union
Parkview
Home Health and Hospice
Skilled Nursing Facilities (SNFs)

LaToya Robertson

lrobertson@mdwise.org

317-552-8420

Provider Groups

Federally Qualified Health Centers (FQHCs)
Rural Health Center (RHCs)
Community Mental Health Centers (CMHCs)
Eskenazi Health

Amanda Deaton

adeaton@mdwise.org

317-914-5953

Provider Groups

DME and HME
Laboratory Services
Dialysis Clinics
American Health Network
Out of State Providers

PROVIDER RELATIONS LEADERSHIP

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**Thank
you!**

QUESTIONS?

