



Nice to see you, OK SoonerSelect Providers

MAY 2024

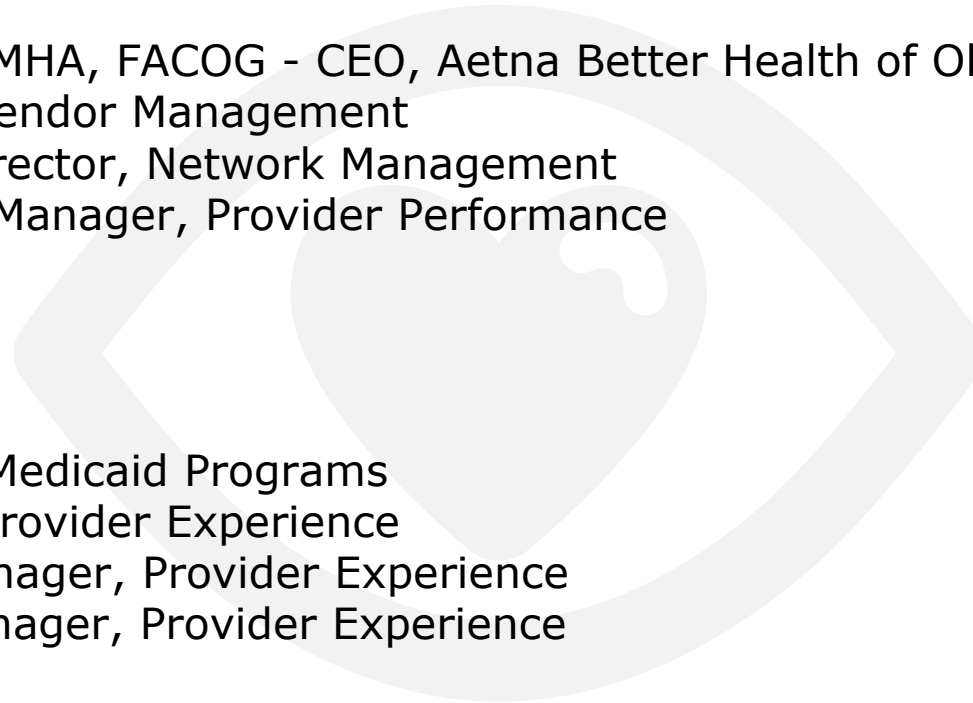
Meet the Aetna Better Health® of Oklahoma and EyeMed Team

Aetna Better Health®

- Dr. Sonja Hughes MD, MHA, FACOG - CEO, Aetna Better Health of Oklahoma
- Rob Tibbs – Director, Vendor Management
- Andress Flannigan – Director, Network Management
- Patricia Pomeroy – Sr. Manager, Provider Performance

EyeMed Vision Care

- Shana Kay – Director, Medicaid Programs
- Katie Hohl – Director, Provider Experience
- Vanessa Klein – Sr. Manager, Provider Experience
- Line' Elder-Moore – Manager, Provider Experience



Aetna Better Health® of Oklahoma's Mission

Aetna Better Health® is looking forward to serving Oklahomans and partnering with health systems, providers, FQHCs and community resources to bring quality healthcare to the state through our experience and dedication in serving SoonerSelect populations.

Our Plan is led by our CEO, Sonja Hughes, MD. Members of the **Aetna Better Health®** team will be based within the state to better serve the healthcare community and its members. **Aetna Better Health®** will support our healthcare partners through interactive onboarding, virtual and in-person ongoing education, value based contracting opportunities, enhanced secure provider portal, and claims management assistance. Additionally, we will provide useful resources and tools to help ease the administrative burden.

Together, we will collaborate on a healthier future for your patients, our members.



What we'll discuss

1. Registration and contracting
2. Routine vision plan details
3. Lab logistics
4. Claim submission and billing
5. Who to contact
6. Q and A

Registration and Contracting

1 Ensure you first enroll/register with OHCA by visiting oklahoma.gov/ohca/soonerselect

2 To contract with Aetna Better Health[®] to provide medical vision services, visit:

<https://www.aetnabetterhealth.com/oklahoma/index.html>





Note: Aetna Better Health[®] will also send information on how to contract with EyeMed if stated

3 To contract with EyeMed to provide routine vision services including the dispensing of eyewear, visit:

provider-relations-forms.eyemedonline.com/EyeMed/NewProvider

Note: In the notes section, state you are looking to contract for the OK SoonerSelect Medicaid program

Routine Vision Plan Details

Routine Vision Plan	Oklahoma Medicaid		Aetna Better Health® – Value Added Benefit
	Under 21	21 & Over	21 & Over
 Exam	Eye examinations within EPSDT guidelines, which provides for at least one (1) eye exam each 12 months	No coverage for routine eye exams.	\$75 toward an annual exam (responsible for any overage up to the state fee schedule allowable)
 Pair of Glasses	Up to two eyeglasses per 12 months. (1 pair plus 1 replacement pair.) Any glasses beyond the limit must be medically necessary	Not covered	\$150 every two years to cover eyeglasses/contacts (responsible for any overage up to your U&C amount once \$150 is exhausted)
 Replacement Pairs	Replacements are covered when medically necessary. Replacement due to abuse and neglect by the member is not covered. Prior authorization is not required unless the number of glasses exceeds two per year.	Not covered	Not covered
 Contacts	Medically necessary contact lenses	Medically necessary contact lenses	\$150 every two years to cover eyeglasses/contacts (responsible for any overage up to your U&C amount once \$150 is exhausted)

Lab Logistics

1

EyeMed's preferred Medicaid lab is Classic Optical owned by Essilor. Once you contract, you will be given access to the EyeMed portal where you will need to register and enable the Classic Optical Lab

2

Once registered with Classic Optical, Classic will ship you the Aetna Better Health[®]/EyeMed Medicaid frame kit to have at your location(s). All ordering will be done through the EyeMed claims portal. All orders are considered "frame at lab" and you will not need to ship the frame to Classic. They have this inventory at the lab and once ordered, a full pair of eyewear will be shipped to your location for dispensing.

3

If you have questions about how to register with Classic, obtaining your frame kit or the option to opt-out of Classic in order to use your own in-house lab, please submit a ticket here: <https://eyemed.filebound.com/portal/194>



Claim Submission and Billing Procedures

Medical Vision Claims	Routine Vision Claims
Submit claim for billing directly to Aetna Better Health®	Submit claim for billing directly to EyeMed
This includes: <ul style="list-style-type: none"> • Medical exam/services • Refraction if completed during the medical visit 	This includes: <ul style="list-style-type: none"> • Comprehensive eye exam w/refraction • Materials
To submit claims to Aetna Better Health® : <ul style="list-style-type: none"> • Use your clearinghouse to submit the claims • Use the Availity portal to check on status 	To submit claims to EyeMed: <ul style="list-style-type: none"> • Use the EyeMed online claims system here: https://claims.eyemedvisioncare.com/claims/loginForm.emvc • Submit via paper to: <ul style="list-style-type: none"> EyeMed/FAA PO Box 8504 Mason, OH 45040-7111 • Submit via fax to: 866.293.7373 • Continuity of care processing first 90 days from 4/1 (follow paper process)



EyeMed Open Items

1

Adult VAB exam pricing error

- When pricing benefits and building claims in the EyeMed portal for adult exams and materials together, the exam does not accurately price (member responsibility is doubled)
- If you submit the exam claim separate from the material claim the pricing and adjudication works as expected
- EyeMed is currently working to fix this issue with an estimated resolution date of the week of 5/6

2

Lens reimbursement underpayments

- Base lens issues impacting providers who are using in-practice labs ONLY and does impact providers using Classic Optical
- When a claim is submitted, the reimbursement is only reflective of the lens fitting fee and 1 lens (not the pair) and agreements were successful updated on 5/2
- Recent poly chargeback issue and resolution identified. In progress of being updated with ETA week of 5/6
- EyeMed will automatically reprocess all impacted claims to adjust for the underpayment and reimburse providers accurately at that time – estimated completion is week of 5/6

3

Billing for exam and refraction services

- EyeMed requires providers to perform refraction as part of the comprehensive exam per the AAO and AOA guidelines/best practices
- Given this, EyeMed reimburses refraction as part of the exam reimbursement
- You can still bill 92015, but your U&C charge should be \$0 and included as part of the U&C for the comprehensive exam
- EyeMed will then reimburse exam + refraction up to the state allowable fee schedule

Who to Contact

EyeMed Vision Care	
	<p>EyeMed SoonerSelect Website -</p> <p>https://www.eyemedinfoocus.com/abhok/</p> <ul style="list-style-type: none">• Onboarding and getting started• Self-service resources• Provider manual
	<p>EyeMed Call Center - 888.581.3648</p> <ul style="list-style-type: none">• Member eligibility• Plan coverage questions• Level 1 support and education
	<p>EyeMed Account Support – Provider Experience Team</p> <p>https://eyemed.filebound.com/portal/194</p> <ul style="list-style-type: none">• System issues• Lab questions and issues• Claim/Payment questions and issues• Level 2 support and education



Now, let's just talk
What questions can we answer?