

Medical Vision Provider Changes Effective Aug. 1, 2020

Frequently Asked Questions

Overview

Starting Aug. 1, 2020, Envolve Vision is no longer a contracted care vendor partner with UnitedHealthcare Community Plan. Our network for medical benefit eye services will need to be delivered by acute care providers contracted through UnitedHealthcare. These types of optical medical benefits are for services performed for a particular condition, such as a foreign object in the eye or blepharoplasty surgery to repair droopy eyelids.

Members will still be able to receive these services from care providers in our UnitedHealthcare Community Plan network.

Frequently Asked Questions

What member programs are affected?

This change affects members in the following programs:

- STAR
- STAR KIDS
- STAR+PLUS
- UnitedHealthcare Connected® (Medicare-Medicaid program)

What service delivery areas (SDAs) are affected?

This change affects the following service delivery areas (SDAs):

- Harris
- Hidalgo
- Jefferson
- Nueces
- Travis

What medical services include these vision benefits?

These types of optical medical benefits are for services performed for a particular condition, such as a foreign object in the eye or blepharoplasty surgery to repair droopy eyelids.

What type of care providers does this apply to?

Ophthalmologists are medical doctors who treat diseases and conditions of the eye, such as glaucoma, retinal detachment and macular degeneration. They also do surgeries like LASIK and cataract surgery. Some of these medical services may be delivered by an optometrist.

Key Points

As of Aug. 1, 2020, Envolve Vision is no longer covered as a health care provider for our members.

Care providers need to be in-network for UnitedHealthcare Community Plan.

Prior authorization requests and claims need to go through [UHCprovider.com](https://www.uhcprovider.com).

How can I help a member find an in-network vision provider?

To find a list of care providers for these services, go to **UHCprovider.com** > [Find Dr.](#) > Search for Doctors, Clinics or Facilities by Plan Type (Search for a Provider) > Medical Directory > Medicaid Plans > Select State [Texas] > [Select Member's Plan] > [Update the default location to reflect member's address] and Select People > Specialty Care > [Enter – Ophthalmologist or Optometrist].

What has changed for care providers?

To serve UnitedHealthcare Community Plan members, care providers must be contracted in our UnitedHealthcare Community Plan care network. Then, rather than going to Envolve Vision, care providers can sign in to Link at **UHCprovider.com** to:

- Verify member eligibility
- Submit prior authorizations
- Submit and manage claims
- Be advised of our medical policies and any updates

What CPT® codes require prior authorization?

CPT Code	Description
15822	Blepharoplasty, upper eyelid
15823	Blepharoplasty, upper eyelid; with excessive skin weighing down lid
67900	Repair of brow ptosis (supraciliary, mid-forehead or coronal approach)
67904	Repair of blepharoptosis; (tarso) levator resection or advancement, external approach
67908	Repair of blepharoptosis; conjunctivo-tarso-Muller's muscle-levator resection (e.g., Fasanella-Servat type)
66821	Extracapsular cataract removal with insertion of intraocular lens prosthesis (one-stage procedure), manual or mechanical technique (e.g., irrigation and aspiration or phacoemulsification), complex, requiring devices or techniques not generally used in routine cataract surgery (e.g., iris expansion device, suture support for intraocular lens, or primary posterior capsulorrhexis) or performed on patients in the amblyogenic developmental stage, without endoscopic cyclophotocoagulation
66982	Discission of secondary membranous cataract (opacified posterior lens capsule and/or anterior hyaloid); laser surgery (e.g., YAG laser) (or more stages)
66984	Extracapsular cataract removal with insertion of intraocular lens prosthesis (one-stage procedure), manual or mechanical technique (e.g., irrigation and aspiration or phacoemulsification), without endoscopic cyclophotocoagulation

Who can I contact for more information?

If you have questions, please contact your Provider Advocate or call **888-303-6162**. Thank you.

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