



# Superior Vision - CareSource Indiana Plan 2020 IHCP Works Annual Seminar

from  VersantHealth®



# Agenda

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1. Managing Patients During COVID-19
2. Routine Eye Care for CareSource Members
3. Exclusive Frame Collection
4. Self Service Tools
5. Manufacturing Eyewear
6. InstaMed
7. Contacting Superior Vision



# Suggestions for Patient Communication During COVID-19

You may want to communicate to patients the 5 steps for a successful patient visit during COVID-19

- Schedule your appointment in advance
- Verify the eye care professional's screening parameters
- Take your temperature yourself at home
- Bring a mask
- Don't forget any necessary paperwork

**Thinking about scheduling an eye exam?**  
5 steps for a successful visit during COVID-19

With more states now in various phases of reopening, some eye care professionals (ECPs) are beginning to see patients again. They are also taking several precautions to protect your health, including following strict hygiene and disinfection guidelines for their offices. You should expect many changes to in-person appointments, including how you schedule them and what happens before and during your exam.

- 1 Schedule your appointment in advance**  
Use your carrier's provider locator to find an eye care professional and their contact information. Many practices are no longer accepting walk-ins and may have limited hours.
- 2 Verify the eye care professional's screening parameters**  
Your ECP may ask you to wait outside, or in your car, instead of in the normal waiting room. Your temperature may be checked before you enter the building, and you may be asked to come alone to limit the number of people in the office. This is to protect you and others from possible exposure in crowded waiting areas.
- 3 Take your temperature yourself at home**  
Reschedule your appointment if your body temperature is above 100.4 degrees Fahrenheit.\* Even if your temperature is normal, be sure to call the ECP's office ahead of time and let them know if you have a cough or have been in close contact with someone who is ill.
- 4 Bring a mask**  
You and your ECP will be in very close physical proximity during the exam. Masks will keep both of you safe from droplets that can be expressed through your mouth or nose, even if no one coughs or sneezes.
- 5 Don't forget any necessary paperwork**  
Be sure to bring your member ID, as well as any other important documents, such as your medical history. Some practitioners will ask you to fill out forms online and bring them with you to save time and to minimize the use of pens in the office.

bringing you **DavisVision** **SuperiorVision**

\* Source: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-reporting/symptoms-and-illness/definitions-symptoms-reportable-illness.html>

To learn more, visit [versanthealth.com/blog](https://www.versanthealth.com/blog)

# Routine Eye Care for CareSource Members

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Superior Vision administers **ROUTINE** eye care Medicaid benefits that include:

- Exam
- Eyeglass frames
- Eyeglass lenses
- Specialty lenses and coatings (when medically necessary and require prior approval)
- Contact lenses (when medically necessary and require prior approval)

**Medical optometry will continue to be administered by CareSource.**

# Exclusive Frame Collection

Eye care professionals contracted to use the Eyewear Dispensing Program will receive a Superior Vision Frame Collection to offer Medicaid members.

- 48 frame assortment that include men's, women's, and children
- Accommodate variable prescriptions and lens options
- Frames are provided at no cost and for display only  
*(Please do not sell or ship to lab for lenses)*

If you have not received your frame collection contact the eye care professional customer service at **(877) 235-5317.**



# Self Service

The eye care professional portal quickly allows for verifying member eligibility, submitting eyeglass orders, and the ability to submit claims electronically.



Videos



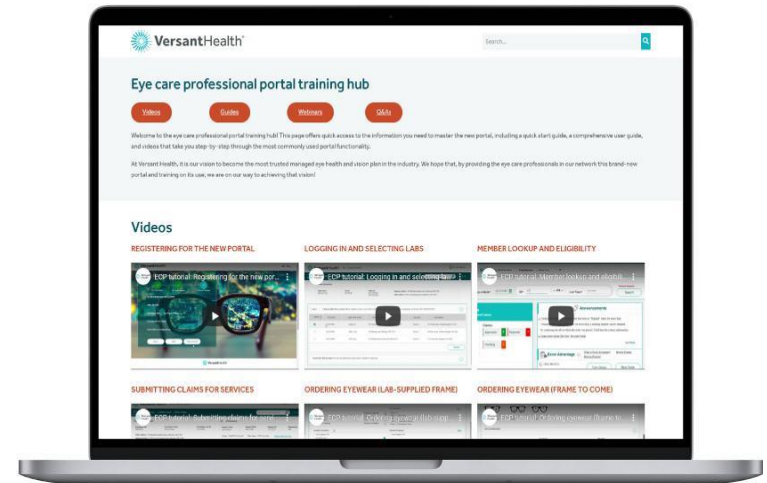
Guides



Webinars



Q&As



<https://versanthealth.com/training/>

# Manufacturing Eyewear

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## **Eyewear Dispensing Program**

Superior Vision's integrated Eyewear Dispensing Program allows eye care professionals to utilize Versant Health's lab for all Medicaid eyeglass orders.

## **Versant Health's Lab**

- Medicaid eyeglass manufacturing
- Average Turnaround time 2.1 days
- 1% redo rate

# InstaMed

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## Simplified electronic payments with InstaMed

- InstaMed delivers a simplified payment experience with free electronic remittance advice and electronic funds transfer (ERA/EFT). If you haven't already, register at [instamed.com/eraeft](https://instamed.com/eraeft).
- ERA/EFT is a convenient, paperless, and secure way to receive claim payments. Funds are deposited directly into your designated bank account.





# Contacting Superior Vision

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Superior Vision has dedicated associates to answer your questions:

## **Important numbers/contact information**

Already in Superior Vision network and have questions about the plan

(877) 235-5317

Not in Superior Vision network or have CareSource patient/medical questions, including Out of Network services

(800) 488-0134

Request to join the Superior Vision eye care professional network

[www.superiorvision.com](http://www.superiorvision.com)



Questions



**SuperiorVision™**

from  **VersantHealth®**

Need help? Visit our website.  
[www.SuperiorVision.com](http://www.SuperiorVision.com)