

# UnitedHealthcare | March Vision Care

2023 IHCP Works Annual Seminar

Presented by:  
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# Agenda

- What we do
- Resources and capabilities on our websites and provider newsroom
- Network participation process
- Clinical Care and Coordination Program
- Contact us
- Question and answer



# What we do



Specialize in the administration of vision care benefits for health care organizations, specifically for government-sponsored programs such as Medicaid, Medicare, and Medicare-Medicaid plans



Administer:

- Routine eye exams and materials, including polycarbonate and anti-reflective coating at no additional cost to members
- Frame, deluxe frame, and frame replacement benefits for UnitedHealthcare Community Plan – Hoosier Care Connect (Medicaid)



Partner with dedicated eye care professionals, at private practices and large retail locations throughout the United States, providing members with convenient access to care, including weekends and evening hours

Our vision network delivers quality vision care to over

# 8.6M

Medicaid and Medicare members nationwide.



# Resources on [marchvisioncare.com](https://marchvisioncare.com)

- Credentialing information
- Join our network
- State-specific
  - Contact information
  - Benefit summaries
  - Provider Reference Guide (PRG)
  - Frame kit catalogs
- Forms
- Provider directory
- Sign up for electronic payment
- Training and education
  - CE courses
  - Portal training

The screenshot shows the MARCH Vision Care website. At the top left is the MARCH Vision Care logo. Below it is a yellow banner with a reminder about free COPE accredited CE courses. A blue '1/1' indicator is next to the banner. The main content area features a photograph of an elderly couple smiling and hugging. To the right of the photo is the MARCH VIP Vision Integration Program logo, powered by eyeSynergy. Below the photo and logo are two columns of navigation links. The left column is titled 'DOCTORS & OFFICE STAFF' and includes links for 'Join Our Network', 'ICD-10 Information', 'Compliance Information', 'Provider Resources', 'Training & Education', and 'Update Your Email', with a 'CLICK HERE' button at the bottom. The right column is titled 'HEALTH PLANS' and includes links for 'Check Eligibility', 'View Benefits', 'Review Claims', and 'Access Reports', with a 'CLICK HERE' button at the bottom.

MARCH Vision Care

Reminder – Free COPE accredited CE courses now available: We now offer free COPE accredited CE courses to all providers. Take a course or learn [more](#) about the courses we offer to get your CE credit today.

1/1

MARCH VIP™  
Vision Integration Program  
POWERED BY  
eyeSynergy®

**DOCTORS & OFFICE STAFF**

- [Join Our Network](#)
- [ICD-10 Information](#)
- [Compliance Information](#)
- [Provider Resources](#)
- [Training & Education](#)
- [Update Your Email](#)

[CLICK HERE](#)

**HEALTH PLANS**

- [Check Eligibility](#)
- [View Benefits](#)
- [Review Claims](#)
- [Access Reports](#)

[CLICK HERE](#)



# Capabilities on [providers.eyesynergy.com](https://providers.eyesynergy.com)

- Verify member eligibility and benefit status
- Obtain copayment and remaining allowance information
- Submit and track claims and lab orders
- Create new accounts and grant access to perform admin tasks
- Manage account settings and business profile

**United Healthcare** | **MARCH**  
Vision Care

**Sign in**

Username \*

Password \*

Sign in

or

Existing One Healthcare ID user or register for new eyeSynergy Account

Sign in with One Healthcare ID

**Electronic transactions made simple**

Providers.eyesynergy.com, our online provider portal, is easy to use and allows you to verify member eligibility and benefits, generate confirmation numbers before rendering services, and much more.

▶ 1 2 3 4

**eyesynergy®**

Providers.eyesynergy.com is March® Vision Care's intuitive, user-friendly online web portal for eye care professionals. It gives you 24/7 access to eligibility, benefit, claim and lab information.

Daily training sessions on how to use the web portal are available for new and current users. Explore our [online, self-paced training course](#) to learn how to navigate and utilize providers.eyesynergy.com.

**Join our network**

UnitedHealthcare Community Vision Network / March Vision Network shares your commitment to patient health and practice success. Our national network of eye care professionals delivers quality care to patients from coast to coast. [Join our vision networks](#) and gain access to providers.eyesynergy.com.

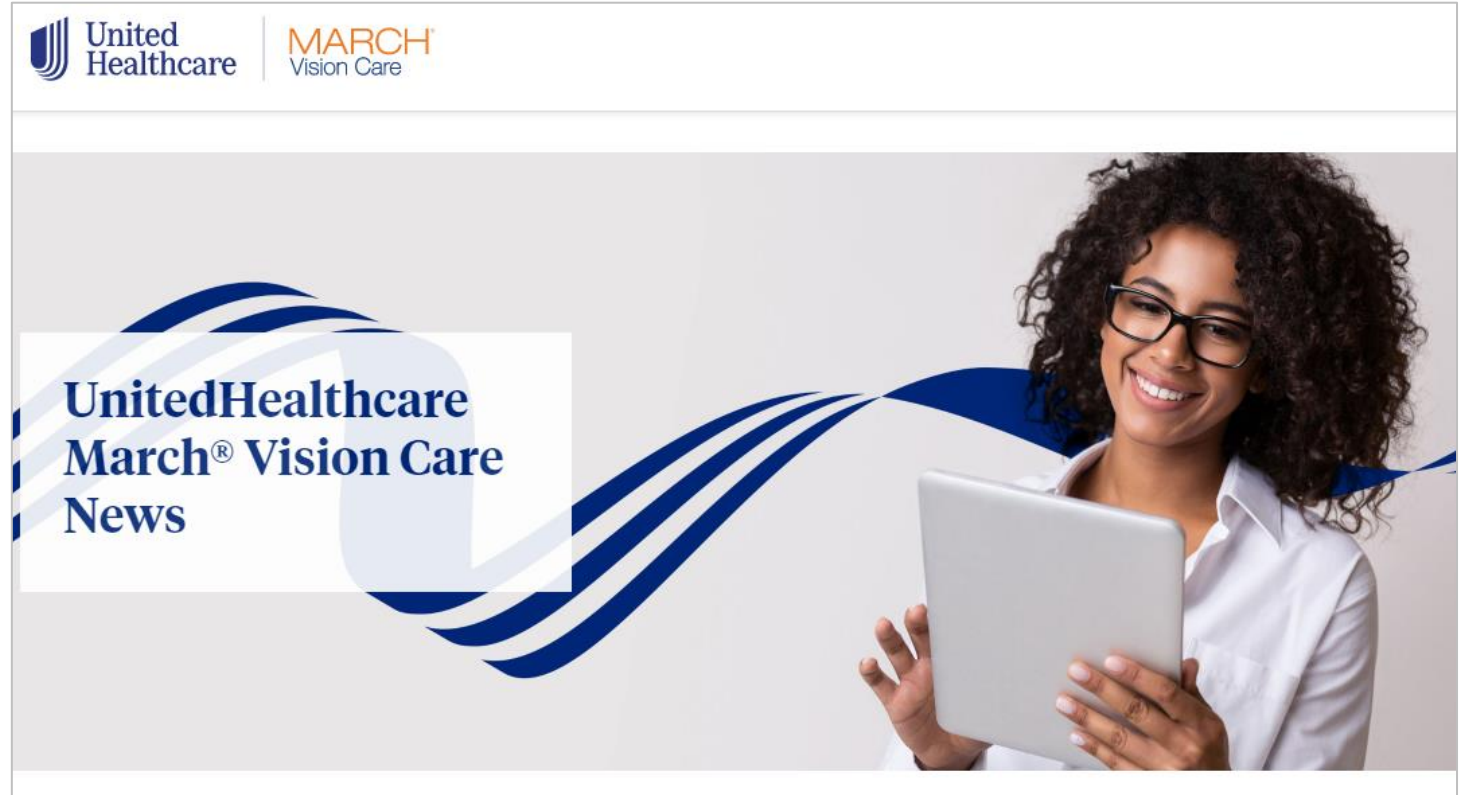
eyesynergy®

About Us | Contact Us



# Resources on our newsroom

- Vision news and updates, including state news
- Links to monthly live trainings
- Clinical Care and Coordination overview
- Sign up for bi-monthly newsletters



# Network participation process



## Network participation request

All requests include location and/or provider adds



## Tracking

Assigned a unique number that allows requestor to track status from date received



## Effective date policy

First of the month following the receipt of a complete network participation request



## Welcome letter

Within 5 business days of the network participation process completion



# Clinical Care and Coordination Program

Comprehensive provider and member engagement program designed to influence the best outcomes for diabetic members through on-going provider education opportunities, billing guidelines, and member outreach.

## Certification benefits

- Directory designation for member recognition of your status in our network
- Make the most of our free CE courses
- Additional benefits designed to support your patients and your practice



### Clinical Care and Coordination Program

- About our program**
  - Program Criteria and Advantages
  - Resources
- Training**
  - Required COPE accredited CE courses
  - Additional training & education
- Provider Information**
  - Provider directory profile
  - Update Demographics
- Patient Information**
  - Verify member benefits & eligibility
  - Patient reports - Coming soon!

[Get certified today!](#)

[View completed certificates](#)

[Contact us](#)





# Contact us



## **Call your state-specific toll-free phone number**

Select your state from [marchvisioncare.com/ContactMarchVision](https://marchvisioncare.com/ContactMarchVision)

IN: (844) 486-2724



## **Email**

[providers@marchvisioncare.com](mailto:providers@marchvisioncare.com)



## **Contact us form**

[marchvisioncare.com/ContactUsForm](https://marchvisioncare.com/ContactUsForm)



## **Designated Provider Relations Advocate (PRA)**

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# Questions and Answers

