

We heal and inspire the human spirit.

To: All IEHP Vision Providers

From: Provider Relations

Date: September 27, 2024

Subject: UPDATED Vision Lab Form Now Available & FAQ

The updated **Vision Lab Form** has been posted to our website. **PLEASE NOTE**: The process is not changing.

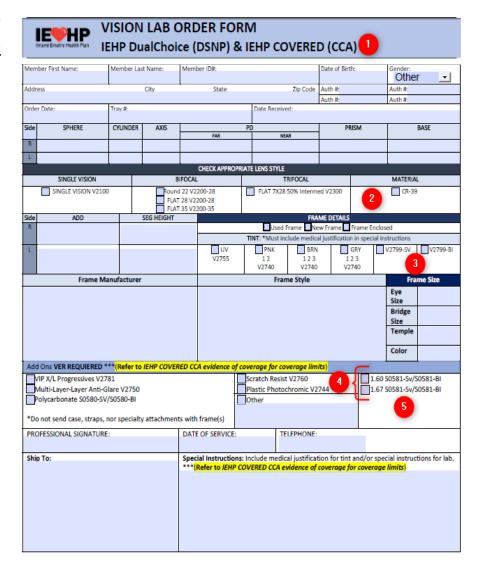
<u>To prevent delays caused by handwritten notes, please utilize the fillable PDF form,</u> noting the following changes:

- Please use this form for IEHP DualChoice (HMO D-SNP) and IEHP Covered (CCA) lines of business.
- 2. "Glass" removed under Material
- 3. "PGX" removed under Tint
- 4. New Add-Ons:
 - 1.60 S0581-Sv/S0581-BI
 - 1.67S0581-Sv/S0581-BI
- 5. "Spectralite" removed from Add Ons

NOTE: Continue to use PIA for all lab requests for Medi-Cal Members. Preapproved exceptions to utilize Express Lens/Unique Optical will be considered on a case-by-case basis for:

- Replacement limit reached at PIA
- Prescription is too high for PIA
- PIA has delayed order
- PIA error, order has been lost

To request an exception, please email providerservices@iehp.org.



See attached FAQ for more information

The new form can be found on our <u>website</u>: ProviderServices.IEHP.org > Resources > Resources for Providers > Forms > Vision

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org. IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices.



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Vision Process FAQ

- Q: Has the process for ordering materials (glasses) changed?
 - A: No, the process for ordering glasses remains the same. Only the form has been updated for cosmetic and efficiency purposes.
- Q: For which line of business can the new form be utilized?
 - A: IEHP DualChoice (HMO D-SNP) and IEHP Covered (CCA).
- Q: Is the new form fillable?
 - A: Yes, the form is user-friendly and can be saved to your desktop for quick access or used directly from Our website and printed for lab orders.

<u>Please utilize the new form</u> to prevent order delays caused by handwritten forms.

- Q: Is there a different form for Medi-Cal Members?
 - A: No, material orders for Medi-Cal Members will continue to be submitted via the PIA website. Medi-Cal contracted Optometry (Vision) Providers have their own login access to the PIA site.
- Q: What happens if PIA cannot complete an order for materials?
 - A: Orders for a Medi-Cal Members can only be sent to IEHP's private labs, Express Lens Lab and/or Unique Optical for the following **pre-approved exceptions**:
 - Replacement limit reached at PIA
 - Prescription is too high for PIA
 - PIA has delayed order
 - PIA error or order has been lost

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