



## Provider Alert

### MedStar Family Choice Vision Care Providers

Jan. 25, 2018

This is a reminder that effective Jan. 1, 2018 MedStar Family Choice (MFC) partnered with Avesis to provide Routine Vision/Eye Care services to our Maryland Healthchoice membership. On this same date MFC assumed direct contracting, claims, and servicing responsibilities for medical eye care.

As we are sure you can appreciate this transition was a huge undertaking with many moving parts and changes impacting your offices, MFC, Avesis, and our previous vision vendor, Superior Vision.

It has come to our attention that there are some parts of this transition have not gone as smoothly as we anticipated. Several offices contacted us today letting us know that their medical claims with dates of services after Jan. 1, 2018 have been denied with a message indicating that the claims need to be sent to Superior Vision. This denial is incorrect and due to a system configuration problem. MedStar is currently working on correcting that problem and anticipates that claims will be processing correctly by the end of the month. Please do not send the claims to Superior Vision. You do not need to contact us and ask us to adjust your claims at this time. Once the system has been updated all claims with dates of service Jan. 1, 2018 and after will be adjusted.

Another issue brought to our attention is some confusion over which services require a prior authorization from our UM team. Care rendered by a par provider needs a prior authorization in the following circumstances that are outlined on the prior auth grid posted on our website at:

[ct1.medstarhealth.org/content/uploads/sites/43/2017/12/MFC\\_QuickAuthGrid\\_claims-effective\\_1\\_1\\_2018.pdf](http://ct1.medstarhealth.org/content/uploads/sites/43/2017/12/MFC_QuickAuthGrid_claims-effective_1_1_2018.pdf).

The excerpt from the prior auth grid pertaining to eye care services is as follows:

*Prior authorization required for: blepharoplasty, capsulotomy, cataract removal, ectropion repair, entropion repair, eyelid lesion excision/reconstruction, keratoplasty, ptosis repair strabismus repair, destruction of lesion of lid margin, insertion of intraocular lens prosthesis (secondary implant) not associated with concurrent cataract removal, radial keratotomy, corneal relaxing incision for correction of surgically induced astigmatism, corneal wedge resection for correction of surgically induced astigmatism. Implantation of Intraocular devices, Orbital Prosthesis. \* Some eye procedure may be found under the Cosmetic Procedures \**

Members should present to your office with a referral from their PCP. If they do not have a referral with them you can still treat the member. Please do not turn the member away. Advise the member to bring in a referral for future visits. You should also contact the member's PCP at the end of the visit to advise them of the outcome of the visit and if the member is in need of any additional care. Any referrals you receive should only be maintained in the patient's chart and should not be submitted with your claim.