



eyeQuest Newsletter

Fall 2016

Prior Authorization/Medical Prior Approval (MPA) Tips For Quick and Accurate Processing

Our offices submit multiple authorizations for various services each day. Our team works diligently to process these quickly for your office. As a reminder, please keep the following pointers in mind:

1. Please consider the turnaround time for medical prior authorizations. **If you need to get a Member in for an urgent/emergent situation the same day or next day, please submit the documentation with the claim by fax at 888-696-9552 ATTN: Retro Review for processing.**
2. We are only able to process the codes submitted to us and supporting documentation. Please submit ALL CPT codes you are requesting approval for. We are not able to assume from notes submitted that you are requesting a specific code (IE polycarbonate lens) if it is not included as a requested code. **Please do not ask for what code to submit. We have not seen the patient, have their health history, etc. and we are unable to give professional advice on what you should bill.**
3. Please do not submit multiple Members on one MPA request. Please include a separate cover sheet when faxing in your MPA requests.
4. Illinois Providers! When you submit a MPA for hardware and the MPA is approved, you must be prepared to place your order through completion when clicking on the "Place an Order" link at the top of the MPA approval screen. The link is tied to your MPA approval and will disappear after the link is opened.

Your Feedback is Important!

Our provider surveys will be coming out soon. We appreciate your honest feedback so we can work with you to improve our programs and services and continue partnering to provide quality eye care services to Members in your community.

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Partnering to Make Processes Easier!

We are committed to working with our providers to eliminate barriers for providing eye care to Members in your community. Prism's are now easier to order! Prior authorization requirements have now been removed for V2715, V2718, and V2710.

Members Presenting with Diabetes

Members with diabetes are eligible for an annual eye exam, regardless of Plan limitations. In the event a member's Plan limits exam benefits to every 24 months, please ensure your claims include appropriate diagnosis codes (e.g. E10.9, E11.9) to ensure payment. Prior authorization for this "off year" exam is not required, as long the diagnosis indicates the member has diabetes.

Office Changes? Move? New Provider? Change of Ownership?

We want to ensure we have up to date information from your office. If you have a change, please complete the provider add/change form on the Provider Web Portal and email us at eyeQuestProviderServices@dentaquest.com or fax to ATTN: Vision Provider Updates at 888-696-9552. If you need a copy of the form, or have any questions on what needs to be submitted please email our team at eyeQuestProviderServices@dentaquest.com and we will be happy to ensure you have the right information and your changes are in our system. All changes are completed within 10 business days, so if you are aware of an up-coming change, please let us know in advance if possible.

Vision Screenings

The return of school is an exciting time for students and families. Vision care has become an important factor in a child's overall health profile and adding school screenings has become more prevalent in school districts. As the school year begins, expect an increase in patients due to screenings completed at school. One in four children has a vision problem, possibly resulting in difference in their academic ability. It's important to ensure students are not having difficulty things such as:

- Squinting when trying to read the blackboard
- Headaches while reading
- Holding a book too close

These screenings help with early detection of a struggling student who may contact your office for a follow up exam.

Reminder to submit claims electronically and save paper on our easy to use Provider web portal at www.eye-quest.com. Submitting claims through the portal is free of charge and allows for real-time claims submission and faster processing!



CONTACT INFORMATION

If you need to get in touch with us regarding a claim issue, please email us at eyeQuest@dentaquest.com. For any other questions, please email us at eyeQuestProviderServices@dentaquest.com.

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