

# PROVIDERALERT



**To: AmeriHealth Caritas Louisiana Vision Providers**

**Date: July 8, 2022**

**Subject: AmeriHealth Caritas Louisiana Vision Benefit Change**

**Summary:** AmeriHealth Caritas Louisiana is making changes to how we administer vision services for children and adults. Detailed information about these benefits is provided below.

Aveis will no longer serve as AmeriHealth Caritas Louisiana's vendor for vision services after **August 31, 2022**.

Beginning **September 1, 2022**, AmeriHealth Caritas Louisiana will administer vision benefits for our members via our network of Ophthalmologists, Optometrists and Optician Suppliers. Eye exams provided by a participating network provider will not require prior authorization (PA); however, the provider must confirm member eligibility and benefits by logging into the provider portal, NaviNet, or contacting Provider Services using the information provided below.

Adult vision benefits include:

- Major medical vision services
- Vision Exam with \$0 Copay
- \$100 Allowance on prescription glasses or contact lenses every year
  - One pair of eyeglass lenses (Single Vision, Bifocal, or Progressive), including frames
  - Bifocal eyeglasses covered, 1 pair per year

Children vision benefits include:

- Routine Eye exam every calendar year
- No referral required for routine eye exam with eye doctor who is in network
- 3 Pairs of prescription eyeglasses per calendar year
- Bifocal eyeglasses covered, 1 pair per year

All claims for these services must be billed through AmeriHealth Caritas Louisiana.

<p><b>For Paper Claims:</b></p>	<p><b>Mail to:</b>  <b>AmeriHealth Caritas Louisiana</b>  <b>Claims Processing</b>  <b>P.O. Box 7322</b>  <b>London, KY 40742</b></p>
<p><b>Electronic Claims</b></p>	<p><b>Review Claims Filing Instructions:</b>  <a href="https://www.amerhealthcaritasla.com/pdf/provider/billing/claim-filing-instructions.pdf">https://www.amerhealthcaritasla.com/pdf/provider/billing/claim-filing-instructions.pdf</a></p>

Vision claims submitted for dates of service on or before **August 31, 2022** must be submitted to Avesis for reimbursement. The phone number for Avesis is **1-833-311-2252**.

To register for provider portal access, please visit:

<https://www.amerhealthcaritasla.com/provider/resources/navinet/index.aspx>.

**Questions:** Providers who are not yet credentialed or have questions, please contact your Account Executive or AmeriHealth Caritas Louisiana Provider Services at **1-888-922-0007**.

You may find who your Account Executive is here:

<https://www.amerhealthcaritasla.com/pdf/provider/resources/102721-provider-account-executive-map.pdf>.

**Missed an alert?** You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).

**Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.