Recredentialing 101


After initial credentialing, we’ll need you to complete recredentialing every 24 to 36 months to make sure items that can change or expire over time remain valid.

We use 2 companies to help us out with credentialing: The Council for Affordable Quality Healthcare (CAQH) and VerifPoint, a credentials verification organization (CVO).

The process begins 90 days prior to the recredentialing date. You’ll get a letter and the online claims system will notify you when it’s time to begin. Then it’s up to you to do 4 simple things:

- **Step 1** Verify and update your demographic information
- **Step 2** Resubmit current licensure
- **Step 3** Show proof of liability insurance
- **Step 4** Provide a copy of your professional certification documents

All providers are reviewed by our credentialing committee before being approved for credentialing or recredentialing. A detailed chart listing the participation and documentation requirements by provider type is available in the Credentialing Requirements. See your Rights During Credentialing.

To make things go even quicker, make sure you let CAQH and VerifPoint know about any changes to your practice information. You can contact them at:

**CAQH**

888.599.1771  Website  caqh.udhelp@acgs.com
866.293.0414

**VerifPoint/CreDENTALS Services Inc.**

888.273.3368
949.470.0838
Hygiene

http://www.eyemedinfocus.com/online-provider-manual/what-we-expect-from-you/about-your-location/hygiene/

Germs beware

Reducing the spread of infection and illness helps everyone. That’s why we require you to properly clean exam rooms, laboratories, dispensing areas, offices and waiting areas.

It’s also important you:

- Discard contact lenses, contact lens solution, DPAs and TPAs after their expiration date
- Store pharmaceuticals in a secure and sanitary place away from food and beverages
- Properly secure and maintain medical waste containers
- Clean clinical equipment with alcohol wipes in front of the member before each use
- Disinfect diagnostic contact lenses after each use

Staff are often in direct contact with members, so it’s important that they wash their hands (in front of the member whenever possible) prior to examining the member, and periodically use an alcohol-based hand sanitizer between interactions.

Staff should also use gloves, biohazard disposal, trash receptacles and general office disinfectant, not only to reduce the spread of infection, but to also ensure safe handling and disposal of medical waste.
Keeping your office clean


Cleanliness is next to godliness

It's not all about germs. Please keep exam lanes, the contact lens and eyewear dispensaries and public areas as clean and clear of clutter as possible. Your reception area should provide seating for at least 5 patients, and areas where members obtain services or discuss vision care or health information should offer privacy and confidentiality. You should also post your license and certifications in plain sight or make them otherwise available to members per state law.
ID cards

http://www.eyemedinfocus.com/online-provider-manual/what-we-expect-from-you/id-cards/

Our members are easy to spot

It’s easy to pick out our members in a crowd because we give most of them 2 ID cards, which include all the information you need to find the member’s plan and benefits in our system. Our more tech-savvy members might present their ID cards on a mobile device.

It’s worth noting that members don’t have to show their ID card, although we recommend they do. Don’t refuse services to a member simply because they don’t have an ID card. You can still look them up in the system.

While some cards might look different than others, the key information is the same. Finding the information you need is simple. A sample ID card is provided below.

Some members might also have a Spanish version of the card:

Some groups don’t allow us to print member ID numbers on the card because of security concerns. Some clients use “private label” ID cards that don’t include the EyeMed logo. See the full list of reseller/private...
Designer frames


Haute couture

Some of our members prefer the designer look. We know that many of these high-end brands have restrictions on which frames can be discounted and which can’t. Most of the time, these apply only to true discounts (not funded plans like our benefits). Ultimately, it’s up to you to be aware of the restrictions on the frames you carry. If your dispensary doesn’t permit our members to apply a discount to a manufacturer’s frames, it’s your responsibility to provide a written policy from the manufacturer that explicitly states the brand is excluded from managed vision care members, and you should present that policy to members.

For more information on how to calculate frame payments, check out the Getting Paid section.
Member payment


Members will pay you copays or a fixed cost for certain covered services and items. Some materials (usually frames and contact lenses) also have allowances, which is the amount covered by the plan. The member is only responsible for paying the copay indicated by their plan; you can’t charge the member more than the copay amount for any items that have copays. If the member chooses eyewear that costs more than that allowance, you’ll collect that “overage” after applying a discount to the remaining cost.

For other items, members simply receive discounts off your retail price. You’ll collect the amount after the discount.

You can find members’ specific payment responsibilities for their plans in the Member Benefits section of the online claims system or by calling us at 888.581.3648.
Anti-reflective lenses


Some of our plans have fixed out-of-pocket costs for members purchasing premium anti-reflective lenses. The amount they owe depends on the type of premium anti-reflective coating they purchase. The chart below shows the member cost for each type (or “schedule”). See our current classifications of progressive lenses and anti-reflective treatments.

<table>
<thead>
<tr>
<th></th>
<th>Member out-of-pocket (excludes lens copay)</th>
<th>Corresponding service code for claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard anti-reflective</td>
<td>$45</td>
<td>V2750</td>
</tr>
<tr>
<td>Premium anti-reflective as follows:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schedule 1</td>
<td>$57</td>
<td>V275022</td>
</tr>
<tr>
<td>Schedule 2</td>
<td>$68</td>
<td>V275025</td>
</tr>
<tr>
<td>Schedule 3</td>
<td>80% of charge</td>
<td>V275021</td>
</tr>
</tbody>
</table>

Please refer to the Essilor Product Catalog for EyeMed and the Luxottica Lab Services catalog for EyeMed to see the lenses available through the contracted lab you plan to use.