

# Provider Newsletter

Fall/Winter 2022



## Provider Satisfaction

We appreciate you being a part of our EyeMax Vision Plan Provider Network. We know how important it is that the EyeMax Plan is easy to administer and that we are here to answer any questions you or your staff may have. Twice a year, our Provider Services team sends our Provider Surveys to our Plan Providers to get a feel for how we are doing. These are some of the questions you will see:

- Are you satisfied with the wait time to obtain customer service?
- Are you satisfied with the level of services you were given when you called the EyeMax Plan customer service team?
- Are you familiar with the EyeMax Plan Language Assistance Program?
- Are you satisfied with the ease of using the EyeMax Plan Language Assistance Program?

And if you have questions or comments, please let us know your thoughts. So, when you received the survey, please give us your feedback. We'd love to hear from you.



## Public Policy

The Plan welcomes Provider participation on its Public Policy Committee, which meets quarterly at the Plan's corporate office in Orange, California. In order to be considered for membership, please write or call the Plan's Provider Services Department at 1-844-393-6297.

## Provider Dispute Resolution Process

As previously notified, providers have the right to utilize the EyeMax provider dispute resolution process, which was developed to provide a fast, fair and cost

-effective dispute resolution mechanism. EyeMax will not discriminate or retaliate against a provider (including, but not limited to, the cancellation of the provider's contract) because the provider filed a provider dispute. The provider dispute process is available at no cost to the provider.

For additional information regarding the provider dispute process, please contact the Provider Relations Department at 1-844-393-6297.

## Disclosure of Review Processes

Upon request, the EyeMax Member Services department will send you a copy of the guidelines and criteria that are used to determine if a service is covered or not when an Optometrist or EyeMax provider sends requests to EyeMax for benefits and/or claims for payment to an enrollee, a dentist or a member of the general public. You may ask for this information by writing to EyeMax Plan Services, Inc., 114 N. Sunrise Ave., Ste C4, Roseville, CA 95661, or by calling EyeMax Member Services at 1-844-393-6297.

## Credentials

To ensure that your credentials are always current, don't forget to submit your renewed credentials to EyeMax **prior** to the expiration of the previous credentials. EyeMax must maintain copies of your current, valid California vision license, malpractice insurance cover page and DEA certificate in your provider file. Also, please remember to notify EyeMax Provider Relations whenever your office has a new associate Optometrist when there are changes or updates to your credentials.

EyeMax is pleased to announce that in our continued efforts to make provider participation as simple as possible, EyeMax utilizes the services of Verifpoint, a credentialing organization with whom many of you may already be familiar due to your participation with other dental plans. Verifpoint will collect your credentials on behalf of EyeMax so that you do not have to provide duplicate information to EyeMax.

## Language Assistance Program

Many people who live in EyeMax Plan service area speak a language other than English. Even if they know some English, they may prefer to speak another language when discussing their dental health or dental plan benefit matters. Having a fully functioning Language Assistance Program ("LAP") in your office is a state requirement that became effective January 1, 2009.

Since 2009, we have contacted our provider network seeking services in a foreign language to determine if your offices knew how to handle such requests. Thank you to all offices that have provided the proper language assistance. For those who did not know how, the phone call then changed into an instructional call so that your offices could properly handle such calls in the future. As a reminder, here are some of the most important facts:

- Language Assistance is always available at no cost to both the provider and the member.
- If you need assistance with a EyeMax member calling your office requesting services in another language, you may instruct the patient/member to contact the Member Services department at **1-844-393-6297**, or you may call for them. Simply request to speak to someone who speaks the preferred language, and the EyeMax member service representative will make arrangements for an interpreter to join the call. Please allow time for connection to this service.
- Face-to-face interpreters in languages other than English (including Sign Language) may be available in

some circumstance for special instructions. EyeMax Member Services department at **1-844-393-6297** has more information available about this service.

- Vital Documents such as plan brochures, provider directories, important forms and letters about EyeMax services, language rights and certain outreach materials are produced in English and Spanish in accordance with LAP requirements. You may instruct your patients who need these documents in Spanish to call the plan to receive these materials.

As a reminder, the Language Assistance Program (LAP) bulletin is included with your rosters each month for reference. Additionally, we have sent out a reminder card that you can post near your reception desk to make it easy for your office to contact EyeMax when language assistance is needed. We will continue to make "secret shopper" calls to confirm that our providers understand and know how to use the LAP. If you need more information regarding LAP requirements for contracting dentists, please contact Provider Relations at **1-844-393-6297**.

## To Report a PROVIDER DIRECTORY Inaccuracy

In compliance with State requirements for providing an accurate provider directory, EyeMax now offers several easy ways to update your information or report a potential provider directory inaccuracy. The regulation requires EyeMax to verify and confirm with all contracted providers that their information is current and up to date. Notifications will be sent to all contracted providers every six months and will require an affirmative response within 30 days acknowledging the notification was received and information about any applicable changes to the data on file. To report any updates or provider directory inaccuracies contact Provider Relations at 1-844-393-6297 or by using the online change form available on our website, <http://www.eyemaxinc.com>.