

# Provider Newsletter

MMM of Florida Ophthalmology Providers

2020 Q4



## Annual Diabetic Retinal Exam



As you know, an annual Diabetic Retinal Exam (DRE) should be part of every diabetic patient's preventive care regimen. In addition, the DRE is a measurement tool used by the National Committee for Quality Assurance (NCQA) to determine if a managed care organization is meeting the health care needs of their member population.

Florida Blue is working closely with their Primary Care Physicians and with their members to ensure that they are receiving the preventive services with an eye care professional.

When your patient is in the office we ask that you perform a complete eye exam and document appropriate retinal eye examinations. Please also ensure that you submit a HIPAA 5010 Compliant Claim when billing for these services.

It is also extremely important that you document the results of your findings in the patient's chart including No evidence of diabetic retinopathy. We have added this as a separate "diagnosis" (#36) on the Report of Ophthalmic Consultation. In addition, a report of your findings should be communicated with the member's Primary Care Physician.

EMI has a simple template "**Report of Ophthalmic Consultation**" that you may use. If you need a copy of this form or if you have any questions regarding this information, please contact your Provider Relations Representative, Marjorie Auguste, at (800) 595-9631 x 4536.

Please feel free to contact me on my cell at 954-559-8687 with any questions, concerns, or problems.

## Clinical Practice Guidelines

EMI uses Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines (depending on the LOB) for Medical necessity determinations.

These guidelines are based on appropriateness and medical necessity standards; each guideline is current and has references from the peer-reviewed medical literature, and other authoritative resources such as CMS Medicare.

For any medical necessity Recommendation of Denial, the Medical Director shall make an attempt to contact the requesting provider for peer to peer consultation. The Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines are reviewed and approved by HS1 Medical Advisory committee annually, and are available in both electronic and hard copy format.

If a provider would like a copy of a guideline they may contact their assigned Provider Relations Representative and a copy will be provided.

## Accurate Provider Data is Vital to Members!

The Centers for Medicare & Medicaid Services (CMS) and National Committee for Quality Assurance (NCQA) require plans to maintain accurate provider directories. Please make sure your provider information is accurate and up to date with EMI. If you have any changes to your practice, including but not limited to address, phone number or provider additions/terminations, please notify your EMI Provider Relations Representative.

## Verifying Member Eligibility

Please remember to ask your patients for a copy of their member ID card at each visit and verify eligibility and benefits by contacting MMM of Florida at 888-722-7559 or via their Web Portal <https://mmm-fl.innovand.com>.

## Go Green! We Need Your Emails

In efforts to communicate with our providers in a more expeditious and Earth friendly manner, please send an email with your Group Name and Tax ID to: [AugusteM@healthnetworkone.com](mailto:AugusteM@healthnetworkone.com)

## Marjorie Auguste

305-614-0100 x4536  
800-595-9631 x 4536  
fax: 305-614-0171  
[augustem@healthnetworkone.com](mailto:augustem@healthnetworkone.com)

## Provider Relations

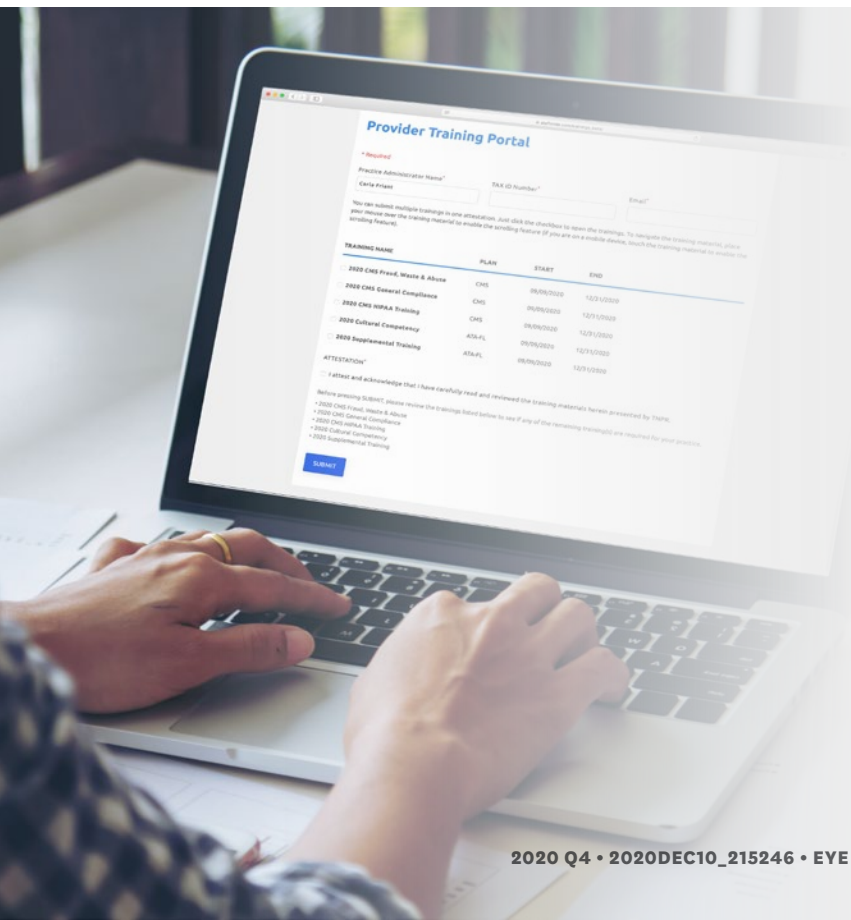
305-614-0100 option 2  
800-595-9631 option 2

## Authorizations

800-595-9631 option 1  
Fax: 305-614-0165  
Fax: 866-646-1772

## Claims

305-614-0133 option 3  
954-335-8130 option 3



## Online Provider Trainings

All providers with Eye Management Inc., are required to complete the Provider Trainings, within thirty days of their contract effective date and annually thereafter. The trainings can be located via the web at:

 <https://myemifl.com/trainings>

You may complete the trainings on any desktop or mobile device for ease of access and completion. Your attestation will confirm that your office has received all mandatory trainings for the year. Should you want a copy of the trainings for your office, they can be downloaded from the attestation page. NOTE: For providers who function under more than one Tax ID; please be sure to complete an attestation for each Tax ID that is contracted with Eye Management Inc.

Still receiving paper checks?

## Get Paid Faster with vPay

Eye Management Inc. has partnered with vPay for electronic funds transfer (EFT) payments to providers. **Enrollment with vPay is free and simple.**

**vpay** | The Total Payment Solution



### Faster than Paper Checks

With vPay, you can improve your cash flow. No waiting for your check to arrive in the mail and no waiting for the check to clear. Funds can be in your bank account in as little as one day and your claims reconciliation process can be accelerated.

### More Convenient

No more sorting envelopes, filling out deposit tickets, or making trips to the bank. Funds are deposited directly to your bank account or processed through your credit card merchant account, just like a patient co-pay.

### More Secure

Virtual credit card (vCard) and ACH (automated clearinghouse) payments are more secure than paper checks. And with vCard payments, your banking information stays completely private.

### The Choice is Yours

If you want to switch from paper checks, vPay offers two other ways to get reimbursed. With ACH, you share your bank information and then your reimbursement is deposited directly to your bank account - just like payroll Direct Deposit - typically the next business day.

With vCard, a virtual payment is faxed to your office and processed through your credit card terminal. You have total control. Contact vPay today. All you need is your Tax ID number to start the process.

Ready to switch from paper checks to faster, more convenient, and more secure payments?

Call vPay at 855-388-8374 or email [support@vpayusa.com](mailto:support@vpayusa.com) and get started today.

