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# In Focus

UnitedHealthcare® | Spectera®  
updates and vision industry news



## Network Administrative Manual update takes effect Jan. 1

Please review the updated [Network Administration Manual](#) on [spectera.com](#).

## Customer service holiday hours

If you need practice support around the holidays, our customer service team will be available on a modified schedule:

- Wednesday, Dec. 24: 7 a.m.–5 p.m. CT
- Thursday, Dec. 25: Closed
- Friday, Dec. 26: 7 a.m.–5 p.m. CT
- Wednesday, Dec. 31: 7 a.m.–5 p.m. CT
- Thursday, Jan. 1: Closed
- Friday, Jan. 2: 7 a.m.–5 p.m. CT

We hope you, your staff and your family have a safe and happy holiday season

[See the news](#)



## Have you verified your directory information?

Federal and/or state regulations require all our active network providers review and verify their directory demographic information **every 90 days**.

To help ensure our provider directory reflects accurate information for our members:

- Log into your [spectera.com](https://spectera.com) account
- Go to **Entity Management**
- Choose your sign-in type and follow the steps for that level

**Need help?** Our [Required directory review attestation guide](#) has step-by-step instructions to walk you through the process

## Essilor Stellest lenses for myopia management

A new lens technology that empowers myopia management is now available for UnitedHealthcare | Spectera vision plan members.

[Learn more](#) 

## A closer look



### Lab spotlight: New order summary barcode

Your order summary now includes a barcode. Chesapeake Optical lab is using this barcode to support more accurate and timely processing of orders. To ensure smooth handling, please include a printed copy of the order summary with the frames you send.

### Lab spotlight: Updated Warranties and Policies Guide

Our Warranties and Policies Guide has updates on scratch coating and the 1-year warranty:

- **Scratch coating:** Automatically included on most uncut lenses (excluding CR39 Single Vision, Bifocal and Trifocal). Not selectable or billable and comes with a 1-year scratch warranty for normal wear.
- **1-year warranty:** Billable option only for lenses without automatic scratch coating. If the lens has an AR coating, it already includes a warranty — no need to add another

[Get the updated Warranties and Policies Guide](#) 

## Medicare benefits – No changes for 2026

There are no changes to Medicare benefits for 2026. All plan designs will remain the same. Always verify member eligibility and review specific benefit details before providing services, because member coverage may vary. Additionally, we'd like to remind you that 2026 will mark year two of the biennial eyewear benefit for most plans.

**Questions? Call 800-638-3120.**

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

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