

# Mobile Eye Exam and Screening Services

for Medicare Advantage Members Who Have Diabetes  
Frequently Asked Questions

## Overview

We want to help support your efforts in getting your patients more engaged with their preventive health care. To help address eye care, we're offering comprehensive eye exams and screenings to UnitedHealthcare Medicare Advantage members who have diabetes as part of our PATH program. These exams and screenings are performed by licensed optometrists, ophthalmologists and technicians hired by one of our contracted vendors and are offered at convenient locations – including the member's own home.

Please review these frequently asked questions to learn more about how it works.

## Frequently Asked Questions

### Why is UnitedHealthcare offering mobile eye exams and screenings?

Unfortunately, many Medicare Advantage members who have diabetes still haven't scheduled an annual comprehensive eye exam or screening with their eye doctor. Many times, this is because of barriers they face, including trouble getting to and from appointments.

We want to support your treatment plan and the care you provide to these members. One way we can help is to offer eye exams and screenings in convenient, non-traditional locations, such as a member's home.

Our goal is to help you identify diabetic retinopathy and related conditions early to help prevent irreversible, but preventable, blindness.

### How are mobile eye exams different from mobile eye screenings?

Mobile eye exams are performed by licensed optometrists and ophthalmologists. The results are sent to the member, you and the member's eye doctor on file for any follow-up. A claim is filed for the mobile eye exam.

Mobile eye screenings are performed by technicians and consist of a non-dilated retinal scan. Mobile eye screening scans are sent electronically to a licensed optometrist or ophthalmologist for review. The results are sent to the member, you and the member's eye doctor on file for any follow-up. No medical claims are filed for mobile eye screenings. The retinal screenings offered are the same as those defined by CPT® code 92227.

## Key Points

UnitedHealthcare Medicare Advantage offers mobile eye exams and screenings to members who have diabetes and haven't scheduled a comprehensive annual exam. The exams and screenings are done at convenient locations, including members' homes.

Results are sent to the member's primary care provider (PCP) and eye doctor so follow-up care can be completed, as necessary.

The service **isn't intended to replace your care or their eye doctor's care.** It's designed to help us work together to address care opportunities and remove potential barriers to care.

## Who can receive mobile eye services?

The services are focused on reaching UnitedHealthcare Medicare Advantage members who have diabetes and, despite education and reminder programs, haven't scheduled an annual comprehensive eye exam or screening. It's not intended to replace your care or their eye doctor's care.

## How do these services support the plan of care?

By providing access to convenient eye exams and screenings, we can help reduce potential barriers to care and directly address care opportunities for UnitedHealthcare Medicare Advantage plan members who have diabetes. The services help create greater awareness about the importance of annual eye exams, reinforcing the relationship our members have with you. We also promote information sharing and care coordination by sending you and the member's eye doctor on file the results.

## How It Works

### How are appointments scheduled?

We use claims data to identify members who have diabetes and haven't received their annual diabetic eye exam or screening. We call those members and offer the option to schedule a mobile eye service for them. If the member agrees, the representative schedules an appointment at a location convenient for the member – it can even be in the member's home. Services aren't scheduled if the member says they recently had an eye exam or would prefer to make their own appointment with their eye doctor.

### How do you avoid duplicating eye services?

Our claims database automatically removes medical records of members who were identified as needing a diabetic eye exam or screening, as soon as a claim is filed showing they received an eye exam or screening.

### Do UnitedHealthcare Medicare Advantage members have to pay for mobile eye services?

No. The exams and screenings are provided at no additional cost for eligible members.

### Who provides the mobile eye services?

We contract with mobile medical companies who provide licensed optometrists, ophthalmologists and technicians to perform the eye exams and screenings, and interpret the results.

### Are exam results and reports sent to me and the member's eye doctor?

Yes. After each eye service, we send a report to you and the member's eye doctor. We use the contact information given to us by you or from what we have on file.

### Who follows up for future annual eye exams?

You and/or the member's eye doctor should arrange for future annual eye exams. Before, during and after the exam, members are also encouraged to follow up with you or their eye doctor for any needed treatment.

### Who do I contact if I have more questions?

Please contact our Medicare Advantage Provider Services team at **888-878-5499**. If your patients have questions about the services, please ask them to call the customer service number on their member ID card. Thank you.

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PCA-1-20-01361-M&R-FAQ\_05292020

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