

March Outlook

Your access to March® Vision Care updates and important vision industry information



Developing standards for the management of glaucoma

Glaucoma is a sight-threatening disease and is one of the most common pathology considerations of a routine eye examination. Yet, the incidence of glaucoma in the United States is relatively low. Recent retrospective literature notes that glaucoma is present in 1.8% of adults and only 0.0023% of children. If glaucoma is suspected, special testing should be done initially and then repeated periodically, depending on the case. We don't have clear guidance on who to test, which often causes doctors to over-test. Although the testing is noninvasive, it can cause unwarranted alarm for patients and their families that is inconsistent with quality care.

The Peer Review Committee* at UnitedHealthcare Vision is establishing guidelines to help eye doctors assess the risk of developing glaucoma prior to testing. When we attend continuing education courses, we look for a glaucoma update every year. Some states require specific hours dedicated to the treatment of glaucoma for licensure. Over the coming months, we will be launching a free glaucoma CE course with these guidelines that will be available at marchvisioncare.com/trainingandeducation.aspx.

**The Peer Review Committee consists of representatives of optometry and ophthalmology with a broad experience in the management of patients with glaucoma.*

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Chief Eye Care Officer



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Did you know?

There is a new feature on providers.eyesynergy.com that allows providers who are inactive to have read-only access to their account for 60 days past their inactive date. This enhancement was made to allow inactive providers to reconcile their accounts and/or retrieve conformation numbers.



Updated general Provider Reference Guide

Please review the updated Provider Reference Guide, effective January 1, 2022, on marchvisioncare.com > Provider Resources > Reference Guide & Benefits > Provider Reference Guide: All Other States.



Attention Kentucky providers: billing routine vs. medical services for Passport Health Medicare HMO and D-SNP plans

In Kentucky, some benefit plans administered by March® Vision Care cover both routine and necessary medical services, but our new Passport Health Medicare HMO and D-SNP benefit plans only cover routine vision services.

- All claims for routine services performed by an optometrist or ophthalmologist for *Passport Health Medicare HMO and D-SNP plans* should be submitted to March Vision Care for reimbursement.
- All claims for medical eye services (treatment for conjunctivitis, glaucoma, etc.) performed by an ophthalmologist (MD/DO) or an optometrist and are within the scope of licensure for *Passport Health Medicare HMO and D-SNP plans*, should be billed to the medical plan. These claims should not be directed to March Vision Care or it will result in a delay of payment.

For plans that only cover routine services, March Vision Care will only accept claims with routine services and deny claims with any medical services listed. As a reminder, routine services are performed when there are no medical eye problems and no symptoms except visual changes that can be corrected by glasses or contact lenses. Medical services are performed for evaluation or treatment for a medical condition or symptom. It is important that medical records reflect all services rendered to the patient.

You can view complete benefit summaries for all plans in Kentucky at marchvisioncare.com > [Provider Resources](#) > [Provider Reference Guide](#) > select “Kentucky” from the drop-down menu.



Required training for New York providers

Coming soon, all New York providers will be required to take an annual provider training course. When this training requirement becomes effective, you will be able to access and attest to taking the course through providers.eyesynergy.com. We recommend keeping a record of completion in your files.



Updated name In CAQH ProView

Our name in CAQH ProView has officially changed from “Spectera Eyecare Networks” to “UHC Vision Networks: Spectera and March”, to reflect our new vision network brands. If your application was released to our existing name, Spectera Eyecare Networks, you don’t need to do anything; your application will automatically be released to our new name. If your application is not currently released to us, you will need to select “UHC Vision Networks: Spectera and March” for us to access to your credentialing materials.

Contact us



Provider web portal: (submit claims, lab orders, member benefits/eligibility, verifications, etc.)
providers.eyesynergy.com



General information:
marchvisioncare.com



Toll free fax number:
(877) MARCH-88 or (877) 627-2488



Find your state-specific, toll free phone number at:
marchvisioncare.com/ContactMarchVision.aspx