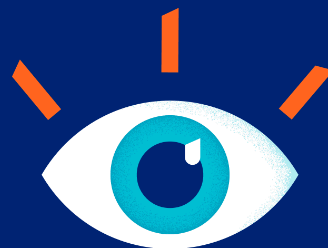United Healthcare | MARCH® Vision Care

March Outlook

UnitedHealthcare® I March® Vision Care updates and vision industry information

Avoid vision claim denials

Prevent delays and denials by following the tips in our **Claim Denial Quick Reference Guide**.

- Verfiy eligibility and benefits
- Use correct codes and modifiers
- Submit claims on time
- Check for required authorizations

Learn more ⊙

An inside look

Make the most of your EOP statements

Our EOP quick reference guide helps you:

- Understand payment summaries
- Track co-pays, claims and visits
- Enroll in PaySpan Health for faster payments and convenient EOP access

View the guide ⊙

Portal training: providers.eyesynergy.com

New to the portal or need a refresher? Our on-demand training covers:

- Accessing eligibility and benefits
- Entering exam results and prescriptions
- Ordering materials
- Submitting claims
- Managing user settings

Need additional help with ordering materials? The training walks you through the process with step-by-step instructions. Simply head to the **Materials** section in the navigation menu to get started. Access this training anytime through the **Provider Training Academy**.

Even if you've taken the course before, revisiting is a great way to stay current with the latest updates and enhancements.

Complete the training ⊙

In focus

Lab spotlight: Expanded frame selection

We added 29 new frames to our Freedom of Choice program. Explore more styles and order new frames through **providers.eyesynergy.com**.

Learn more ⊙

September is Healthy Aging Month

Support eye health in older adults by:

- Encouraging annual exams
- Promoting healthy habits
- Addressing fall risks
- Using tech to support independence

Learn more ⊙

State news

New York

Annual cultural training required
Complete the training at **Think Cultural Health** and keep a copy for your records. Pop-up reminders will appear in your portal until completed.

Take the training ⊙

Michigan

Benefit summary updates – Effective Sept. 1
Clarifies medically necessary services—no more confirmation numbers for specific codes. Reduces administative work and improves access to care

Get the updates ⊙

Florida

Important claim information regarding your address
Effective Sept. 1, the rendering and billing address(es) on your claims **must match exactly** what's on file with Florida Medicaid or your claims will be denied.

For example, if the address you include on your claim is 123 Main St., but the address you have on file with the state is 123 Main Street, your claim will be denied.

Please ensure both addresses are identical to avoid claim denials.

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