March Outlook

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

Get to know our brands and how to effectively read EOPs

Access our easy-to-use web portal training that walks you through how to:

- Understand our brands
- Navigate **providers.eyesynergy.com**
- Check member eligibility
- Submit confirmations and claims
- Read your EOPs
- Find resources and more

Explore the online, self-paced training today

An Inside Look

Live trainings aimed at supporting your practice

Learn how to use our portal, where to find important materials, and more about our processes and requirements to successfully serve our vision members

Learn more

New COPE accredited Diagnosis and Management of Ocular Symptoms Related to Concussion and Acquired Brain Injury course now available

Our newest COPE accredited CE course focuses on the evaluation and management of oculomotor symptoms that are associated with acquired brain injuries due to concussion, stroke and other causes

Learn more

Lab spotlight: New frames for the Freedom of Choice – Plus program

Modern Optical continues to grow its selection of new frames in 2023

Read more

Want timely payments?

Here are helpful tips to ensure you receive timely payments and avoid delays:

- **Submit your claims** through **providers.eyesynergy.com**. Electronic submissions help reduce claims errors, resulting in faster processing times.
- Sign up for free **electronic funds transfer (EFT)** and **electronic remittance advices (ERAs)** via **PaySpan Health** for help improving cashflow
- **Verify member eligibility** for the date of service, prior to rendering services at **providers.eyesynergy.com**
- **Use our Provider Reference Guide** for guidance and details on **submitting clean claims**

We understand that getting your payments as quickly as possible is critical to running your business successfully. Claims are paid 3 times per week (Monday, Wednesday and Friday) for providers in our vision networks.

Reminder to verify member eligibility and benefits prior to rendering services

Always verify a member's eligibility and benefits prior to rendering services. Use the following verification steps to help prevent your claims from being denied:

- Log in to your **providers.eyesynergy.com** account
- Search for the member
- View the member's benefit summary page

A confirmation can then be generated for eligible services. If services are provided to a member who is not eligible on the date of service, your claim will be denied.

Coming into focus

How can you help your patients with diabetes?

You can become certified in our Clinical Care and Coordination program to help screen and monitor patients with diabetes, including the potential for diabetic retinopathy. This comprehensive provider and member engagement program aims to influence the best outcomes for diabetic members. **Learn how to become certified today**.

The importance of women's eye health

Women's eye health and safety month was created to educate the public on the increased risk for women and vision health issues, as well as steps that can be taken to prevent vision loss.

Read more

UnitedHealth Group named one of Fortune's Most Admired Companies

UnitedHealth Group was the No. 1 ranked company in the health care: insurance and managed care sector on Fortune's 2023 "**World's Most Admired Companies**" list for the 13th consecutive year. The company was tops in all nine key attributes of reputation, including innovation,

people management, use of corporate assets, social responsibility, quality of management, financial soundness, long-term investment value, quality of products and services, and global competitiveness.

State news

Florida providers: New vision vendor for UnitedHealthcare Community Plan (Medicaid) beginning July 1, 2023

Read more

New Jersey providers: Benefit plans in our network

We want to remind you that coverage remains for UnitedHealthcare members under UnitedHealthcare Community Plan. **View the current list of benefit plans in New Jersey**.

Ohio providers: Make sure your PNM affiliation steps are complete to avoid claims payment issues

Learn more

Ohio providers: Important updates to Medicaid claims processes and credentialing

See updates

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.

PCA-1-23-01034-MarComm-EM_XXXX2023

© 2023 United HealthCare Services, Inc. All rights reserved.

This is a message from UnitedHealthcare. You are receiving this email because you are either a registered user of **UHCprovider.com** or have contracted or subscribed to receive email communications from UnitedHealthcare. We respect your right to privacy. Visit our website to read our **Privacy Policy** and **Security Notice**.