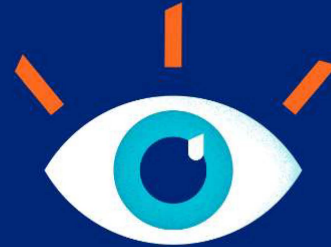




March Outlook

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



Important 2024 vision plan updates

Stay informed about member benefit changes for the new year.

[Review updates](#)

An Inside Look



Check out our Customer Service holiday schedule

Need practice support around the holidays? Please use the following list of modified Customer Service hours (where applicable*) to reach us:

Friday, Dec. 22: 6 a.m.–5 p.m. CT

Monday, Dec. 25: Closed

Tuesday, Dec. 26: Reopen at 6 a.m. CT

Friday, Dec. 29: 6 a.m.–5 p.m. CT

Monday, Jan. 1: Closed

Tuesday, Jan. 2: Reopen at 6 a.m. CT

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

**Customer Service will be open in accordance with all state guidelines and regulations, including CA, ID, IL, IN, KY, MI, MS, NE, OH, SC, and TX.*

Access providers.eyesynergy.com with One Healthcare ID

You are required to use One Healthcare ID to sign in to your providers.eyesynergy.com account. If you have not already linked your account to One Healthcare ID, read our [Existing User Guide](#) for assistance. New to providers.eyesynergy.com? Refer to our [General User Guide](#) for instructions on how to register and link your One Healthcare ID account.

Reminder to review and validate your provider information on providers.eyesynergy.com

Federal and/or state regulations require that you help ensure the accuracy of your provider directory information. Provider locations should sign in to providers.eyesynergy.com, at a minimum every 90 days, to review and validate or update your provider information to ensure accurate directory records. If you have not done so recently, please complete this requirement. If you don't validate or update provider directory information, we may have to remove you from the directory.

Coming into focus



Did you know?

You can now submit Coordination of Benefit (COB) claims and other insurance information directly through your clearinghouse. All COB claims can be submitted through your clearinghouse, on providers.eyesynergy.com, or as paper claims on a red CMS 1500 form.

Not able to generate a member confirmation?

Here's what you should do.

[See more](#) 

January is National Glaucoma Awareness Month

January is National Glaucoma Awareness Month. Spread the word about how regular eye exams can help prevent the irreversible damage caused by glaucoma.

[Read more](#) 

State news



Provider Reference Guide update

Please review the latest version(s) of our [Provider Reference Guide](#). To quickly identify the latest changes, refer to the Notice of Updates page.

Important information regarding Medicaid redeterminations in your state

States can use redeterminations to decide if individuals and their family members qualify for coverage through Medicaid or the Children's Health Insurance Program (CHIP). This change went into effect April 1, 2023.

[Learn more](#) 

Ohio providers: Important reminder to update information in PNM and complete affiliation steps to avoid claims payment issues

Nebraska providers: 21st Century Cures Act requirements

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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