

Amerigroup eye refraction and routine eye exam billing information

Refractions and routine eye exams are **not** covered under medical insurance for Amerigroup members. These benefits may be available through the member's supplemental insurance. These services must be billed to the supplemental vendor. Check your patient's Amerigroup ID card for the name of the vendor.

If you choose to perform the refraction or routine eye exam, please note that you are no longer required to call, email or fax Amerigroup to request an Integrated Denial Notice. Please follow the guidance below:

- If you are a supplemental vendor provider:
 - The refraction service and the routine eye exam must be billed to the supplemental vendor. Routine eye care (other than the mandated Original Medicare services) are not covered under the member's medical benefit.
- If you are not a supplemental vendor provider:
 - You **must** document in the chart that a verbal conversation took place with the member stating refractions/routine eye exams are not covered by Amerigroup unless the refraction or eye exam is performed by a provider who is in the supplemental benefit vendor network.
 - You **must** tell the member that they are financially responsible for the cost associated with the refraction and/or routine eye exam.
 - Should Amerigroup receive a complaint from the member concerning the coverage, Amerigroup will request the medical record and this communication are present in the member's records.
 - Should you wish to become a provider in the supplemental network, please contact:
 - EyeQyest in TN and WA
 - Providers may contact EyeQuest Provider Services at EyeQuestProviderServices@dentaquest.com
 - TN phone number for interested providers is 800-526-9202
 - WA phone number for interested providers is 855-230-4656
 - Superior in TX, NM and NJ
 - Providers may contact Divya Patel at Divya.Patel@versanthealth.com or call (210) 245-2112

Do not use the Original Medicare Advanced Beneficiary Notice of Non-Coverage. The ABN applies only for Original Medicare beneficiaries and is not applicable to Amerigroup members. This information is published in our *Medicare Advantage Provider Manual*.

You may request an IDN for any service if you have questions about payment. You can call Provider Services at the number on the back of the member ID card to request the IDN. If you issue an ABN or any facsimile thereof, as a contracted provider, you will not be able to bill the member for the service.

When billing the refraction or the routine eye exam, be sure to use the GX modifier and the GY modifier. If the GY modifier is billed alone, this will cause the contracted provider to be liable for the services.