



## Frequently Asked Questions:

### CareSource PASSE™ – Arkansas Medicaid Program

| Question   | Answer  |
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| What is the notification I received from Superior Vision*?           | As of <b>January 1, 2022</b> , Superior Vision will manage the routine vision eye exam benefit for CareSource PASSE Arkansas Medicaid membership. Therefore, any professional routine vision claims should be filed with Superior Vision upon the effective date of the plan.   |
| What services are being covered by Superior Vision?                  | Superior Vision will manage routine vision eye exams benefit for CareSource PASSE Arkansas.   |
| What services are not being provided by Superior vision?             | All eyeglasses are purchased by CareSource PASSE through a negotiated contract with an optical laboratory. The eyeglasses will be forwarded to the doctor's office where he or she will be required to verify the prescription and fit or adjust them to the patient's needs.   |
| How do I place eyewear orders from Classic Optical?                  | Providers will place eyewear orders with Classic Optical via their website <a href="http://www.classicoptical.com">www.classicoptical.com</a> . Questions may be directed to Classic Optical Customer Service at: 1-888-522-2020 Monday thru Friday, 8 a.m. to 8 p.m. Eastern Time (ET)   |
| What services should I submit to Superior Vision for reimbursement?  | Claims for routine eye exams and dispensing of eyewear should be submitted to Superior Vision using all applicable codes.   |
| What services should I submit to Classic Optical for reimbursement?  | <p>Eyewear orders should be submitted to Classic Optical. Classic Optical will submit claims to the CareSource PASSE for reimbursement and send providers the glasses/lenses.</p> <p><b>Classic Optical Website:</b> <a href="http://www.classicoptical.com">www.classicoptical.com</a><br/> <b>Customer Service Number:</b> 1-888-522-2020<br/> <b>Customer Service hours of operation:</b> Monday thru Friday, 8 a.m. to 8 p.m. ET</p>              |
| What do I need to do to be included in the Superior Vision network?  | If you have not done so already, we encourage you to contract with Superior Vision directly as soon as possible. If you have any questions, please contact Superior Vision's Network Development Department at: <b>1-(866)-819-4298</b> or, go to our website <a href="https://superiorvision.com/eye-care-professionals/join/apply/">https://superiorvision.com/eye-care-professionals/join/apply/</a> and fill out the form to submit your request. |
| Who do I contact to find out more about the Superior Vision network? | If you have any questions regarding this program or participation in Superior Vision's network, then please contact <b>Superior Vision's Network Development Department at: 1-(866)-819-4298 or, go to our website <a href="https://superiorvision.com/eye-care-professionals/join/">https://superiorvision.com/eye-care-professionals/join/</a> and fill out the form to submit your request.</b>  |



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| <p>I have already signed a contract with Superior Vision, what is my status?</p>               | <p>If you already signed a contract with Superior Vision and need to know the status of your credentialing, then please contact Superior Vision's Customer Service at <b>1-(866)-819-4298</b>.</p>  |
| <p>I am still not credentialed with Superior Vision, what do I do?</p>                         | <p>Please contact Superior Vision regarding your participation status. You can reach Superior Vision's Customer Service at <b>1-(866)-819-4298</b>.</p>   |
| <p>What happens if I do not enter into an agreement with Superior Vision?</p>                  | <p><b>If you do not enter into an agreement with Superior Vision, you will be considered an out-of-network provider for CareSource PASSE Arkansas Medicaid members for routine vision services.</b></p> <p>Provider must meet Arkansas Medicaid requirements to service CareSource PASSE Arkansas members.</p> <p>As an Out-of-Network provider needing:<br/>To verify member eligibility, please contact our Customer Service team at <b>1-(866)-819-4298</b>.</p> <p>To place an eyewear orders, please visit: <b>Classic Optical Website: <a href="http://www.classicoptical.com">www.classicoptical.com</a></b></p> <p>To submit claims via EDI: RelayHealth Payer ID is 41352</p> <p>To submit paper claims: The Company accepts the CMS 1500 (version 02/12)<br/>Versant Health<br/>Claims Department<br/>PO Box 967<br/>Rancho Cordova, CA 95741</p> |
| <p>What if I am already a provider with Superior Vision? Do I have to sign a new contract?</p> | <p>Please contact Superior Vision to verify your panel participation. You can reach Superior Vision's Customer Service at <b>1-(866)-819-4298</b>. Please note that you must have an Arkansas Medicaid number to provide services to CareSource PASSE Arkansas Medicaid members.</p>  |
| <p>How do I review eligibility and submit claims?</p>  | <p>You will be able to review eligibility and submit claims through the Provider Portal located at <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> once you have signed up. Claims can also be submitted through a clearinghouse. The clearinghouse Superior Vision uses is Change Healthcare (formerly RelayHealth). Their payor ID is 41352 (formerly 3402). Paper Claims (CMS 1500 version 02/12) can be submitted to Superior Vision at the following address: Versant Health Claims Department PO Box 967 Rancho Cordova, CA 9574.</p>   |
| <p>What services require prior authorization?</p>  | <p>Follow state standards on prior authorization requirements. Prior authorization forms, when necessary, will be obtained through the Provider Portal.</p>   |



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| How will I receive prior authorization for services?          | Log into the Provider Portal to obtain the prior authorization form. Submit the completed form via Fax at: 855-313-3106 or Email at: <a href="mailto:ecs@superiorvision.com">ecs@superiorvision.com</a>  |
| Will I be required to have referrals?                         | No. Superior Vision does not require referrals.  |
| How do I update my provider information with Superior Vision? | If you are adding locations or updating any other demographic information, then please complete the Provider Information Change form located on the Provider Portal at <a href="https://ecp.versanthealth.com/">https://ecp.versanthealth.com/</a> or call Superior Vision’s Customer Service at 1-(866) 819-4298.   |
| <b>CONTACT INFORMATION</b>                                    | <p><b><u>EYEWEAR: IN COMPLIANCE WITH ARKANSAS PASSE, EYEWEAR ORDERS CAN ONLY BE PLACED WITH CLASSIC OPTICAL:</u></b><br/> <b>Classic Optical Website: <a href="http://www.classicoptical.com">www.classicoptical.com</a>.</b><br/> <b>Classic Optical Customer Service Number: 1-888-522-2020</b><br/> <b>Customer Service hours of operation: Monday thru Friday, 8 a.m to 8 p.m. ET.</b></p> <p><b><u>QUESTIONS REGARDING THIS PROGRAM OR PARTICIPATION IN SUPERIOR VISION’S NETWORK:</u></b> Call our Network Development Department at: 1-(866)-819-4298 or, go to our website <a href="https://superiorvision.com/eye-care-professionals/join/apply/">https://superiorvision.com/eye-care-professionals/join/apply/</a> and fill out the form to submit your request.</p> |

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