



NETWORK *Notification*

Notice Date: June 1, 2020
To: Georgia Medicaid Providers
From: CareSource
Subject: Superior Vision Frequently Asked Questions

Frequently Asked Questions: CareSource

Question	Answer
What is the notification I received from Superior Vision?	Effective June 1, 2020 , Superior Vision will begin managing routine vision services on behalf of CareSource in your service area. Thus, any routine eye care professional claim should be filed with Superior Vision for services delivered on or after the effective date of the plan.
What services are being covered by Superior Vision?	Superior Vision will cover the professional services component of the routine eye care services in addition to the eyewear benefits. This does <u>not</u> include medical optometry or medical-surgical services which continue to be managed by CareSource at this time (ex. pediatric ophthalmology, cataract surgeries, etc). For those services, you should continue to follow your existing claim processing and billing arrangements.
How will I receive Prior Authorization for services?	To request Prior Authorization you can fax or email your request with supporting clinical information regarding the member's condition to Superior Vision. All prior authorizations will be sent back within the applicable State regulatory timeframe. For expedited requests where the patient's condition warrants immediate care (appointment scheduled immediately), please mark urgent or expedited on the prior authorization form.
What services require prior authorization?	Prior authorization is required for certain services, including certain specialty lenses. Please see the CareSource Georgia benefits grid.
What is the impact of this change?	As a result of this change, CareSource will no longer be arranging for the provision of routine vision services after June 1, 2020.
Do CareSource members have to enroll in Superior Vision?	No, members do not have to enroll with Superior Vision.
What do I need to do?	If you have not done so already, we encourage you to contract with Superior Vision directly as soon as possible. You can reach the Superior Vision Network Development department at 1(800)981-2435, with any questions.

Who do I contact to join the Superior Vision network?	If you have any questions regarding this program or participation in Superior Vision's network, please call the Superior Vision Network Development Department at 1(800)981-2435 or you can apply online at https://superiorvision.com/eye-care-professionals/join/ .
When do I find out about Superior Vision fee schedules, labs and frame coverage?	Eye care providers will receive a Superior Vision provider application package in the mail that includes these details. For additional questions, you can contact Superior Vision Network Development Department at 1(800)981-2435.
I have already signed a contract with Superior Vision, what is my status?	If you have already signed a contract with Superior Vision and need to know the status of your network participation/credentialing, please contact Superior Vision's Provider Relations Team at 844.585.2020 or via e-mail at prsupport@superiorvision.com .
I am still not credentialed with Superior Vision, what do I do?	Please contact Superior Vision regarding your participation status. You can reach Superior Vision's Provider Relations Team at 844.585.2020 or via e-mail at prsupport@superiorvision.com .
What happens if I do not enter into an agreement with Superior Vision?	If you do not enter into an agreement with Superior Vision, you will be considered out-of-network for all routine vision services. Out-of-network services are only covered if a prior authorization is approved due to a member's specific clinical need or due to lack of availability of a specific type of provider near the member.
What if I am already a provider with Superior Vision? Do I have to sign a new contract?	Please contact Superior Vision to verify your panel participation. You can reach Superior Vision's Provider Relations Team at 844.585.2020 or via e-mail at prsupport@superiorvision.com . Please note, you must have a Medicaid number to service Medicaid members.
How do I review eligibility and submit claims?	You will easily be able review eligibility and submit claims through the Provider Portal located at www.SuperiorVision.com once you have signed up. Claims can also be submitted via a clearinghouse. The clearinghouse Superior Vision uses is Change Health (formerly RelayHealth). Their payer ID is 41352 (formerly 3402).
Will referrals be required?	No. Superior Vision does not require referrals.
How do I update my provider information with Superior Vision?	You must continue to update demographic information via the Georgia Medicaid Management Information System (GAMMIS). Superior Vision will update demographic information in its system of record based on the Georgia Medicaid Master Provider List.