

# PROVIDERALERT



**To:** AmeriHealth Caritas Delaware Vision Providers

**Date:** August 13, 2024

**Subject:** AmeriHealth Caritas Delaware Vision Benefit Change

**Summary:** AmeriHealth Caritas Delaware is making changes to how we administer vision services for children and adults. Detailed information about these benefits is provided below.

Aveis will no longer serve as AmeriHealth Caritas Delaware's vendor for vision services after **December 31, 2024**.

Beginning **January 1, 2025**, AmeriHealth Caritas Delaware will administer vision benefits for our members via our network of Ophthalmologists, Optometrists and Optician Suppliers. Eye exams provided by a participating network provider will not require prior authorization, however, the provider must confirm member eligibility and benefits by logging into the provider portal, NaviNet, or contacting Provider Services using the information provided below.

Vision benefits include:

- Eye care benefits for members of all ages
- Routine eye exam every calendar year
- Contact lenses for adults & children every 12 months

All claims for these services must be billed through AmeriHealth Caritas Delaware.

To join our network, please email [delawareprovidernetwork@amerihealthcaritas.com](mailto:delawareprovidernetwork@amerihealthcaritas.com) or by contacting your designated [Account Executive](#).

<p><b>For Paper Claims:</b></p>	<p><b>Mail to:</b>  <b>AmeriHealth Caritas Delaware</b>  <b>Claims Processing Department</b>  <b>P.O. Box 80100</b>  <b>London, KY 40742-0100</b></p>
<p><b>Electronic Claims</b></p>	<p><b>Review Claims Filing Instructions:</b>  <a href="https://www.amerhealthcaritasde.com/provider/claims-billing/electronic.aspx">https://www.amerhealthcaritasde.com/provider/claims-billing/electronic.aspx</a></p>

Vision claims submitted for dates of service on or before **December 31, 2024**, must be submitted to Avesis for reimbursement. The phone number for Avesis is **1-833-311-2252**.

To register for provider portal access, please visit:  
<https://www.amerhealthcaritasde.com/provider/resources/navinet.aspx>

**Questions:** Providers who are not yet credentialed or have questions, please contact your Account Executive or AmeriHealth Caritas Delaware Provider Services at **1-855-707-5818**.

You may find who your Account Executive is here:  
<https://www.amerhealthcaritasde.com/provider/resources/account-executives.aspx>

**Missed an alert?** You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [delawareprovidernetwork@amerihealthcaritas.com](mailto:delawareprovidernetwork@amerihealthcaritas.com).

**Where can I find more information on COVID-19?**  
 AmeriHealth Caritas Delaware has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasde.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Delaware and the Delaware Department of Health.