



FAQ: Vision Benefits Administration Update – AmeriHealth Care Delaware

Effective January 1, 2025, AmeriHealth Caritas Delaware will transition to directly managing vision benefits for both children and adults through our carefully curated network of ophthalmologists, optometrists, and opticians. The following FAQs provide detailed information to assist providers during this transition.

Who will manage vision benefits starting January 1, 2025?

AmeriHealth Caritas Delaware will directly manage vision benefits through our network of ophthalmologists, optometrists, and opticians. Providers should follow updated processes for claims and service delivery.

What happens to claims for services prior to January 1, 2025?

Avesis will continue to process claims for eligible members for any dates of service prior to January 1, 2025.

How should providers handle claims for vision services after January 1, 2025?

All claims for vision services on or after January 1, 2025, should follow AmeriHealth Caritas Delaware's updated processes.

What options are available for frames and lenses?

Providers can either use their own labs or work with Classic Optical Laboratories to order frames and lenses. Classic Optical is the preferred vendor for Medicaid members.

NOTE: Classic Optical has experienced a delay in obtaining a Medicaid ID number and is not in-network. A subsequent communication will be forthcoming to notify providers when Classic Optical can provide services in Delaware. Until that time, Classic Optical should not be used.

What support does Classic Optical provide?

Classic Optical offers a frame kit with 48 sample styles from their collection of over 300 frame options available for Medicaid members. Providers can contact Classic Optical at **1-888-522-2020** to register and access services.

What are the coverage limits for routine eye exams?

Members are eligible for one routine eye exam every 12 months. The following CPT codes apply: S0620, S0621, 92002, 92004, 92012, 92014. Medically necessary exams should use appropriate 99xxx evaluation and management codes.

What vision benefits are available for children and adults?

Adults are eligible for one pair of frames and lenses every 12 months, including replacements. Children can receive replacements for frames and lenses as deemed necessary.

Are contact lenses covered?

Contact lenses (code S0500) are covered and reimbursable up to \$120 every 12 months. The fitting fee (code 92310) is not covered or reimbursed. Replacements must include the RA modifier on claims.

What are the reimbursement rates for vision services and materials?

Routine exams and selected surgical procedures are reimbursed at 100% of the 2024 Delaware Medicaid Fee Schedule. Materials/DME ordered through Classic Optical are subject to their contracted rates.

How can providers access claim and eligibility information?

Providers can use the NaviNet portal (<https://register.navinet.net>) to view real-time authorizations, eligibility, claims information, updates, and member benefits. Starting late January 2025, a provider portal will also be available for reviewing past claims.

What is the EDI Payer ID number for AmeriHealth Caritas Delaware?

The EDI Payer ID number for AmeriHealth Caritas Delaware is 77799.

Where should paper claims be sent for processing?

Paper claims can be sent to:
AmeriHealth Caritas Delaware
Attention: Claims Processing Department
P.O. Box 80100
London, KY 40742-0100

Who can providers contact for additional support?

For questions, please contact your Provider Network Management Account Executive or Provider Services at **855-707-5818**.