

Got questions? We've got answers.

MEDICAID PROVIDER FAQs

Will the Medicaid beneficiaries be located in a specific region of the state?

In most cases, we expect Medicaid membership to be statewide, but please check the specific plan information.

How can members find me? Is there a provider locator?

Yes, all participating providers will appear on the locator, helping to ensure members understand which office(s) are part of their network. [The provider locator can be viewed here.](#)

Do I have to participate in the Medicaid plan?

As an in-network provider for managed care organizations, you decide which programs to participate in. If you're enrolled with your state as a Medicaid provider and already servicing some Medicaid members, we highly recommend you accept the Medicaid fee schedule and amendment so you can continue to care for these members.

If I decide to participate later, can I still do so?

Yes, you can request participation with Medicaid later if you're registered and enrolled with the Medicaid program in your state, but you will need to accept the contract and fee schedule at that time before being added to the network.

What are the requirements to participate in Medicaid?

To participate in EyeMed's Medicaid network, you must:

- Have a Medicaid Provider ID number assigned by your state's Medicaid Program
- Accept the fee schedules and contract amendment (no action necessary)
- If you are a Lab Model provider, register for the EyeMed Medicaid Lab Network in our [online claims system](#) and submit all eyewear jobs for these members to the lab network for fabrication



What if I don't want to participate?

If you don't want to participate in Medicaid with EyeMed, you can opt out by completing a [Join/Leave Network\(s\) form](#). Indicate "Medicaid" and your state in the comment box.

Why do I have to accept a different fee schedule and amendment?

Medicaid plan reimbursements and requirements are unique. You must agree to these documents so your contract can be amended.

Does my contract with EyeMed change in any other way?

No. Whether or not you decide to participate in Medicaid, your non-Medicaid contract terms and payments do not change.

What are the reimbursements?

Refer to the Medicaid fee schedules for more information.

Will I have to use the EyeMed Medicaid Lab Network for Medicaid members?

If you are contracted as a Lab Model provider, you'll use the EyeMed Medicaid Lab Network for all eyewear orders for Medicaid members. We'll contact you when it's time to register with the EyeMed Medicaid Lab Network. Our [Registering for a Medicaid Lab](#) job aid walks you through the process.

Do members have to choose frames from a kit or selection?

Depending on state requirements, members may be required to choose from an EyeMed-approved Medicaid frame kit. Refer to your Medicaid Provider Manual for more information.

Will I receive a frame kit?

It depends. If you already have an EyeMed-approved Medicaid Frame Kit, you will continue to use it. If you don't have a kit, you'll receive an EyeMed Medicaid Frame Kit after you register for the EyeMed Medicaid Lab Network.

Can members elect to pay out-of-pocket for upgrades?

This depends on what your state Medicaid programs includes, as well as the managed care organization you're enrolled with. You can find more information about this in your Medicaid provider manual.



Visit our provider portal, inFocus, to access:

- News about processes and requirements
- 2023 Provider Manual and Medicaid Provider Manuals
- Videos and interactive How-To Guides
- Downloadable tools for your office
- Details about plans in your area
- Required annual training and data verification
- Lab network information and product catalogs
- Step-by-step job aids

How do I submit claims for medically necessary contact lenses?

You will have to use a custom claim form to submit medically necessary contact lenses. Your Medicaid Provider Manual will provide more information once it becomes available.

RESOURCES

I still have questions. Who can I call?

For questions, you can [email](#) or call us at **888.581.3648** during normal business hours (7:30 am to 11 pm ET Monday through Saturday and 11 am to 8 pm ET on Sunday).

Where can I go to learn more?

For more information on getting started, you can check out our [provider onboarding videos](#) or our [new provider checklist](#). Once you have been accepted as an EyeMed provider, you can access additional FAQs and resources on [inFocus](#).

Do you have any provider training materials?

Yes. Our provider portal—[inFocus](#)—has everything you need, 24/7. We've built it to be your 1-stop shop for important communications, tools and resources related to your practice.

