

IMPROVING HEALTH

CUSTOMIZED SOLUTIONS

DEDICATED SERVICE

CENTENNIAL CARE PROGRAM NEW MEXICO – MEDICAID JANUARY 1, 2014

MARCH
Vision Care
GROUP,
INCORPORATED

keeping an eye on your health®

CENTENNIAL CARE PROGRAM

Effective January 1, 2014 most of New Mexico's Medicaid Managed Care programs (Salud, State Coverage Insurance (SCI), CoLTS, Mi Via, and CHIP) will be rolled into one comprehensive program called "Centennial Care".

Please note that a New Mexico Medicaid ID will be required. For more information, please visit:

<https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#ProviderEnrollment>

MARCH Vision Care will continue to administer primary eye care services for Medicaid members who participate with UnitedHealthcare Community Plan and Molina Healthcare.

Benefits:

- Routine eye care services
- Medical eye services within the scope of OD care will be administered
- For a comprehensive list of benefits go to www.marchvisioncare.com

BENEFITS AND ELIGIBILITY

ELIGIBILITY AND BENEFIT VERIFICATIONS

- IVR (Interactive Voice Recognition System)
- eyeSynergy®
- www.marchvisioncare.com

INTERACTIVE VOICE RECOGNITION SYSTEM (IVR)

- (888) 493-4070
- The IVR is available 24/7 to verify:
- Verify member eligibility
- Verify benefits
- Generate confirmation numbers (selected services)

ONLINE PROVIDER SUPPORT

To access the Provider Reference Guide, providers may visit our website at **www.marchvisioncare.com**.

The Provider Reference Guide is a comprehensive source of information regarding the administrative requirements such as:

- Access-to-Care standards/provider after hours guidelines
- Cultural and linguistic competency
- Provider grievance process

eyeSynergy®

eyeSynergy® is our 24/7 web-based solution for electronic transactions. Through the eyeSynergy® web portal, providers are able to:

- Verify member eligibility and benefits
- Generate confirmation numbers for services
- Submit claims
- Retrieve and complete unfinished claims
- Obtain detailed claim status including check number and paid date
- Submit and view lab orders

CLAIMS SUBMISSION

- Claims may be submitted to MARCH electronically or via a red CMS 1500 form (no copies)
- Claims are accepted electronically through a clearinghouse or via ^{eye}Synergy[®], our online web portal
- Clearinghouses:
 - Netwerkes/Ingenix
 - Gateway
 - All Scripts/Payor Path
 - Office Ally
 - Emdeon

PROVIDER COMPLAINTS AND APPEALS

Providers may contact the Provider Relations Department to log a complaint at (888) 493-4070, extension 7573.

Providers may submit an appeal by completing a Provider Dispute Resolution Form or a written summary for the dispute including all pertinent documentation to:

MARCH Vision Care
Attn: PDR Unit
6701 Center Drive West, Suite 790
Los Angeles, CA 90045