This document is for the use of providers participating with MARCH® Vision Care, Incorporated; MARCH® Vision Care IPA, Incorporated; or MARCH® Vision Care Group, Incorporated (each, as applicable, “MARCH®”). No part of this guide may be reproduced or transmitted in any form, by any means, without prior written consent from MARCH. Contents copyright, 2010-2017, by MARCH®. Subject to applicable law, MARCH® reserves the right to change this guide at its discretion.
Section 1: General Information
1.1 About the Provider Reference Guide
1.2 Contact Information
1.3 eyeSynergy® Registration
1.4 Interactive Voice Recognition (IVR) System
1.5 Electronic Payments
1.6 Provider Change Notification
1.7 About the Provider Reference Guide
1.8 Contact Information
1.9 eyeSynergy®
1.10 Electronic Payments
1.11 Provider Change Notification

Section 2: Eligibility and Benefits
2.1 Eligibility and Benefit Verification
2.2 Non-Covered Services
2.3 Confirmation Numbers
2.4 American Medical Association CPT Coding Rules
2.5 Billing for Replacements and Repairs
2.6 Billing for Glaucoma Screenings
2.7 Frame Warranty
2.8 Order Cancellations
2.9 Non-Covered Lens Options
2.10 Billing and Calculation of Medicare Allowance
2.11 Frames and Lenses
2.12 Contact Lenses
2.13 Claim Filing Limits
2.14 Proof of Timely Filing
2.15 Prompt Claim Processing
2.16 Corrected Claims
2.17 Provider Disputes
2.18 Provider Dispute Types
2.19 Provider Dispute Resolution Process
2.20 Overpayment of Claims
2.21 Balance Billing
2.22 Coordination of Benefits

Section 3: Billing and Claim Procedures
3.1 Claim Submission
3.2 Preferred Method
3.3 Clearinghouse Submissions
3.4 Paper Claims
3.5 Connecticut Clean Claim Definition
3.6 Billing American Medical Association CPT Coding Rules
3.7 Billing for Replacements and Repairs
3.8 Billing for Glaucoma Screenings
3.9 Frame Warranty
3.10 Order Cancellations
3.11 Non-Covered Lens Options
3.12 Billing and Calculation of Medicare Allowance
3.13 Frames and Lenses
3.14 Contact Lenses
3.15 Claim Filing Limits
3.16 Proof of Timely Filing
3.17 Prompt Claim Processing
3.18 Corrected Claims
3.19 Provider Disputes
3.20 Provider Dispute Types
3.21 Provider Dispute Resolution Process
3.22 Overpayment of Claims
3.23 Balance Billing
3.24 Coordination of Benefits

Section 4: Standards of Accessibility
4.1 Access Standards
4.2 Access Monitoring

Section 5: Member Grievances and Appeals
5.1 Protocol for Member Grievances and Appeals
5.2 Potential Quality Issue

Section 6: Member's Rights and Responsibilities
6.1 Member Rights
6.2 Member Responsibilities

Section 7: Health Care Services
7.1 Quality Improvement Program
7.2 Commercial Only - Medically Necessary Contact Lenses Utilization Review Process
7.3 Clinical Decision Making
7.4 Medical Charting for Eye Care Services
7.5 Paper Charts
7.6 Electronic Medical Records
7.7 Critical Elements of an Eye Exam

Section 8: Fraud and Abuse
8.1 Anti-Fraud Plan
8.2 Investigative Expertise in the Management of Fraud Investigations
8.3 Training of Personnel and Contractors Concerning the Detection of Health Care Fraud
8.4 Procedures for Managing Incidents of Suspected Fraud
8.5 Procedures for Referring Suspected Fraud to the Appropriate Government Agency
8.6 Anti-Fraud Plan Oversight

Section 9: Credentialing
9.1 Credentialing and Re-Credentialing
9.2 National Provider Identifier
9.3 Disclosure of Criminal Conviction, Ownership and Control Interest

Section 10: Language Assistance Program
10.1 Senate Bill 853 – Language Assistance Program (LAP)
10.2 Interpretation for the Language Assistance Program
10.3 Access to Interpreters
10.4 Telephonic Interpreting Services
10.5 Face-to-Face and American Sign Language Interpreting Services
10.6 Medical Record Documentation for LAP
10.7 Documentation of Provider/Staff Language Capabilities
10.8 Translation of Written Material
10.9 Notices from the Department of Managed Health Care
10.10 Additional Language Assistance Program Information for Providers

Section 11: Cultural Competency
11.1 Cultural Competency

Section 12: Security Transmission of Protected Health Information
12.1 Secure Transmission of Protected Health Information (PHI)
Exhibits

Exhibit A  Non-Covered Service Fee Acceptance Form
Exhibit B  Provider Dispute Resolution Request Form
Exhibit C  Prison Industry Authority (PIA) Optical Lab Information
Exhibit D  MARCH® Lab Order Form
Exhibit E  Language Capability Verification Form
Exhibit F  Language Assistance Program: Provider Summary Sheet
Exhibit G  Language Assistance Program - Translator and Interpreter Proficiency Standards
Exhibit H  Tips for Working with Limited English Proficient Members
Exhibit I  Tips for Working with Interpreters
Exhibit J  Tips for Documenting Interpretive Services for Limited English Proficient Members - Notating the Provision or the Refusal of Interpretive Services
Exhibit K  Language ID Poster
Exhibit L  Provider Tools to Care for Diverse Populations
Exhibit M  Member Grievance Form for California Members Only (English and Spanish)
Exhibit N  Potential Quality Issue Severity Levels
Exhibit O  Potential Quality Issue Referral Form
Exhibit P  Clinical Practice Guidelines
Exhibit Q  MARCH® Contact Lens Order Form
Exhibit R  MARCH® Wholesale / Retail Fee Schedule
Exhibit S  Health Care Provider Application to Appeal a Claims Determination (HCAPAA)
Exhibit T  Sending a Secure E-mail to MARCH® Vision Care for PHI Related Data
Exhibit U  Examination Record Template
Exhibit V  Disclosure of Ownership and Control Interest Statement
1.1 About the Provider Reference Guide

MARCH® is committed to working with our contracted providers and their staff to achieve the best possible health outcomes for our members. This guide provides helpful information about MARCH® eligibility, benefits, claim submission, claim payments, and much more. For easy navigation through this guide, click on the Table of Contents to be taken to the section of your choice.

This version of the Provider Reference Guide was revised on May 10, 2017. Reviews and updates to this guide are conducted as necessary and appropriate. Update notifications are distributed as they occur through provider newsletters. A current version of this guide is always available on our website at www.marchvisioncare.com. To request a current copy of the Provider Reference Guide on CD, please contact our Provider Relations Department at the appropriate state-specific phone number (below).

MARCH® would like to thank our providers for their participation in the delivery of quality vision care services to our members.

1.2 Contact Information

<table>
<thead>
<tr>
<th>Fax Number</th>
<th>(877) MARCH-88 or (877) 627-2488</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Website</td>
<td><a href="http://www.marchvisioncare.com">www.marchvisioncare.com</a></td>
</tr>
<tr>
<td>Provider Website</td>
<td>providers.eyesynergy.com</td>
</tr>
<tr>
<td>Mailing Address</td>
<td>MARCH Vision Care</td>
</tr>
<tr>
<td></td>
<td>6701 Center Drive West, Suite 790</td>
</tr>
<tr>
<td></td>
<td>Los Angeles, CA 90045</td>
</tr>
<tr>
<td>Lab and Contact Lens Orders</td>
<td>providers.eyesynergy.com</td>
</tr>
</tbody>
</table>

Provider Customer Service Phone Numbers by State/Territory

MARCH®’s hours of operation are Monday – Friday, 8:00 am – 5:00 pm (local time), unless otherwise noted below.

A

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>(844) 216-2724</td>
</tr>
<tr>
<td>Alaska</td>
<td>(844) 256-2724</td>
</tr>
<tr>
<td>American Samoa</td>
<td>(844) 406-2724</td>
</tr>
<tr>
<td>Arizona</td>
<td>(844) 306-2724</td>
</tr>
<tr>
<td>Arkansas</td>
<td>(844) 316-2724</td>
</tr>
</tbody>
</table>

C

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>(844) 336-2724 Monday – Friday, 7:00 am – 5:00 pm (local time)</td>
</tr>
<tr>
<td>Colorado</td>
<td>(844) 346-2724</td>
</tr>
<tr>
<td>Connecticut</td>
<td>(844) 356-2724</td>
</tr>
</tbody>
</table>

D

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delaware</td>
<td>(844) 366-2724</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>(844) 366-2724</td>
</tr>
</tbody>
</table>

F

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida</td>
<td>(844) 386-2724 Monday – Friday, 8:00 am – 7:00 pm (local time)</td>
</tr>
</tbody>
</table>

G

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia</td>
<td>(844) 396-2724</td>
</tr>
<tr>
<td>Guam</td>
<td>(844) 406-2724</td>
</tr>
<tr>
<td>State</td>
<td>Phone Number</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Hawaii</td>
<td>(844) 406-2724</td>
</tr>
<tr>
<td>Idaho</td>
<td>(844) 416-2724</td>
</tr>
<tr>
<td>Illinois</td>
<td>(844) 456-2724</td>
</tr>
<tr>
<td>Indiana</td>
<td>(844) 486-2724</td>
</tr>
<tr>
<td>Iowa</td>
<td>(844) 496-2724</td>
</tr>
<tr>
<td>Kansas</td>
<td>(844) 506-2724</td>
</tr>
<tr>
<td>Kentucky</td>
<td>(844) 516-2724</td>
</tr>
<tr>
<td>Louisiana</td>
<td>(844) 526-2724</td>
</tr>
<tr>
<td>Maine</td>
<td>(844) 536-2724</td>
</tr>
<tr>
<td>Maryland</td>
<td>(844) 566-2724</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>(844) 576-2724</td>
</tr>
<tr>
<td>Michigan</td>
<td>(844) 586-2724</td>
</tr>
<tr>
<td>Minnesota</td>
<td>(844) 596-2724</td>
</tr>
<tr>
<td>Mississippi</td>
<td>(844) 606-2724</td>
</tr>
<tr>
<td>Missouri</td>
<td>(844) 616-2724</td>
</tr>
<tr>
<td>Montana</td>
<td>(844) 626-2724</td>
</tr>
<tr>
<td>Nebraska</td>
<td>(844) 636-2724</td>
</tr>
<tr>
<td>Nevada</td>
<td>(844) 646-2724</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>(844) 676-2724</td>
</tr>
<tr>
<td>New Jersey</td>
<td>(844) 686-2724</td>
</tr>
<tr>
<td>New Mexico</td>
<td>(844) 706-2724</td>
</tr>
<tr>
<td>New York</td>
<td>(844) 716-2724</td>
</tr>
<tr>
<td>North Carolina</td>
<td>(844) 736-2724</td>
</tr>
<tr>
<td>North Dakota</td>
<td>(844) 746-2724</td>
</tr>
<tr>
<td>Northern Mariana Islands</td>
<td>(844) 406-2724</td>
</tr>
<tr>
<td>Ohio</td>
<td>(844) 756-2724</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>(844) 796-2724</td>
</tr>
<tr>
<td>Oregon</td>
<td>(844) 906-2724</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>(844) 916-2724</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>(844) 956-2724</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>(844) 926-2724</td>
</tr>
</tbody>
</table>
MARCH® is proud to offer eyeSynergy®, our web-based solution for electronic transactions. With eyeSynergy®, providers can:

- Verify member eligibility and benefits.
- Generate confirmation numbers for services (for the definition of “confirmation number”, refer to section 2.1).
- Submit claims.
- Obtain detailed claim status including check number and paid date.
- Access online resources such as a current copy of the Provider Reference Guide.
- Submit lab orders for eyeglasses and contact lenses.

eyeSynergy® is provided free of charge to all MARCH® participating providers. To access eyeSynergy®, log onto our website at www.marchvisioncare.com and click on the orange and blue eyeSynergy® link located at the top of the page.

Registration

First time users must register before accessing eyeSynergy®. Please be prepared to enter the provider’s name or group name, office phone number, and tax identification number during registration. Once verified, you will immediately be provided with a temporary password to log in.

Logging In

Once registered, providers may log into eyeSynergy® with their user name and password. Please note that passwords are case-sensitive. As a security feature, the provider will be asked to renew their password every 60 days. After 5 failed log-in attempts, the provider is required to call MARCH® Vision Care to reset their password.

Once logged in, you may access the eyeSynergy® User Guide located on the Resources menu. This guide includes step-by-step instructions for completing various transactions within eyeSynergy®.
1.4 Interactive Voice Recognition (IVR) System

Our Interactive Voice Recognition (IVR) System provides responses to the following inquiries twenty-four (24) hours per day, seven (7) days per week:

- Eligibility and benefits.
- Confirmation numbers.
- Claim status.

The IVR System may be accessed by calling the appropriate state-specific phone number (see Section 1.2). Select the provider option and follow the prompts to verify eligibility and benefits, request a confirmation number, or check claim status.

Registration

First-time users must register before accessing the IVR System. Please be prepared to enter your office phone number, office fax number and tax identification number during registration. Once verified, you will be prompted to select a 4-digit PIN for your account.

Logging In

Once registered, you may log into the IVR System using your 10-digit ID and 4-digit PIN. The 10-digit ID is the office phone number provided during registration. The 4-digit PIN is the number designated by your office during registration.

1.5 Electronic Payments

MARCH® partners with PaySpan Health, Inc.® – a solution that delivers Electronic Funds Transfers (EFTs), Electronic Remittance Advice (ERAs)/Vouchers, and much more.

This service is **free** to MARCH® providers. The solution enables online presentment of remittance/vouchers and straightforward reconciliation of payments to empower our providers to reduce costs, speed secondary billings, improve cash flow, and help the environment by reducing paper usage.

MARCH® offers you the option to receive payments according to preference: electronically deposited into a bank account, or by traditional paper check.

Provider Benefits

Providers gain the following immediate benefits by signing up for electronic payments from MARCH® through PaySpan:

- Improve cash flow – Electronic payments can mean faster payments, leading to improvements in cash flow.
- Maintain control over bank accounts – Providers have TOTAL control over the destination of claim payment funds. Multiple practices and accounts are supported.
- Match payments to advice/vouchers – Providers can associate electronic payments quickly and easily to an advice/voucher.
- Manage multiple payers – Reuse enrollment information to connect with multiple payers. Assign different payers to different banks.

Signing up for electronic payments is simple, secure, and will only take 5-10 minutes to complete. To complete the registration process, please visit the PaySpan website at [www.payspanhealth.com](http://www.payspanhealth.com) or contact them directly at (877) 331-7154.
1.6 Provider Change Notification

Please help us to ensure your current information is accurately displayed in our provider directory. When possible, please report changes concerning your provider information to us in advance. All changes should be reported to MARCH® in writing. Failure to report changes related to your billing address and/or tax identification number may delay claim payments. Examples of changes that need to be reported to MARCH® in writing, include, but are not limited to:

- Practice phone and fax number.
- Practice address.
- Billing address (requires W9).
- Tax identification number (requires W9).
- Office hours.
- Practice status regarding the acceptance of new members, children, etc.
- Providers added to practice/providers leaving practice.
- Provider termination.

Please report all changes via mail or fax to:

MARCH® Vision Care  
Attention: Provider Relations Department  
6701 Center Drive West, Suite 790  
Los Angeles, CA 90045  
Fax: (877) MARCH-88 or (877) 627-2488

Email: providerdemographics@marchvisioncare.com
2.1 Eligibility and Benefit Verification

MARCH® strongly recommends verification of member eligibility and benefits prior to rendering services. Please do not assume the member is eligible if they present a current ID card. Eligibility and benefits should be verified on the date services are rendered.

Confirmation Numbers

A confirmation number is an 11-digit identification number generated when the provider office verifies member eligibility for requested benefits and services through MARCH®. Verification is obtained by speaking with a Call Center Representative, or by accessing the IVR or eySynergy® web portal. Confirmation numbers affirm member eligibility for requested benefits and services. However, confirmation numbers are not required for all services. Providers are strongly encouraged to verify benefits and eligibility on the date services will be rendered.

Benefits that generally require confirmation numbers include, but are not limited to:

- Replacement frames and lenses.
- Medically necessary contact lenses for Medicaid members.
- Two pairs of glasses in lieu of bifocals.
- Prescription sunglasses.

The confirmation request process requires the provider to attest that a member meets the defined benefit criteria, as outlined in the state specific Provider Reference Guide, when applicable. Upon attestation, a confirmation number is generated.

Example: A member is diagnosed with keratoconus and requires contact lenses. The provider is required to request a confirmation and attest to the documented exam findings and/or diagnosis. The submitted claim must include the diagnosis of keratoconus. Provided the member is eligible on the date services were rendered, payment is issued.

The following are examples of instances in which a confirmation number does not guarantee payment of a claim:

- The member is not eligible on the date of service.
- The member’s benefit exhausted prior to claim submission.

IMPORTANT: MARCH® performs retrospective random chart audits on claims submitted for services requiring attestation.

Covered Benefits

A listing of covered benefits may be accessed by:

- Logging into eySynergy® at https://providers.eyesynergy.com. Click on the Resources menu and select Provider Reference Guide. Benefits may be accessed by selecting the desired state from the drop-down menu. Providers may also access current benefits by plan or patient including the patient’s current benefit availability from the Benefits and Eligibility menu in eySynergy®;
- Accessing our website at www.marchvisioncare.com. Click on Doctors and Office Staff and then Provider Resources. Benefits may be accessed by selecting the desired state from the drop-down menu.

Covered benefits include details such as benefit frequency, copayment amount, allowance amount, benefit limitations and benefit criteria.

Methods of Verification

You may access eySynergy® or the Interactive Voice Recognition System to verify member eligibility, benefits, and to request a confirmation number.

2.2 Non-Covered Services

The Centers for Medicare and Medicaid Services (CMS) prohibits providers from billing or seeking compensation from Medicare and Medicaid beneficiaries for the provision of services that are covered benefits under their Medicare and/or Medicaid plans. However, there are certain circumstances in which a member requests services that are not covered or fully covered under their Medicare and/or Medicaid plans.
In these circumstances, the provider must inform the member PRIOR to rendering the non-covered service that the service is not covered and that member will be financially responsible. Failure to do so may result in the provider being financially responsible for those services even if the member verbally agreed to those services or paid for them up-front.

Acceptable Waivers

A general waiver stating “the member is responsible for all services not covered by insurance” is not a valid waiver, as it does not specifically define which services are not covered and the amount the member is expected to pay.

The provider is required to have the member sign a waiver form that clearly explains that the specific service/procedure is not covered and that the member acknowledges that he/she will be responsible for the cost of the service(s).

MARCH® recommends using the MARCH® Non-Covered Service Fee Acceptance Form (available in both Spanish and English) in Exhibit A, but it is not required. If the provider chooses to use another form in place of the MARCH® Non-Covered Service Fee Acceptance Form, it must contain the following elements:

- Documentation of the specific services provided (including dates of service, description of procedure/service, amount charged).
- The member’s signed acknowledgement that he/she understands the service is not covered and he/she is financially liable for the services provided.

Once the waiver is signed, the member must receive a copy of the signed waiver. A copy of the signed waiver must also be placed in the member’s medical chart.
3.1 Claim Submission

Preferred Method

MARCH® prefers to receive claims electronically via eyeSynergy®, our web-based solution for electronic transactions. eyeSynergy® helps reduce claim errors resulting in faster processing times.

Clearinghouse Submissions

MARCH® has a direct agreement with RelayHealth, Office Ally, and Emdeon to accept electronic claims.

Through RelayHealth, MARCH® can also accept claims from the following clearinghouses:

- Netwerkes/Ingenix
- Gateway
- All Scripts/PayorPath

Our payor ID for RelayHealth and Office Ally is 5246.
Our payor ID for Emdeon is 52461.

For all clearinghouses, our receiver ID is 146383562 with a qualifier of 01 (DUNS number). If your clearinghouse is not listed above, please contact our Provider Relations Department at the appropriate state-specific phone number (see Section 1.2).

Paper Claims

MARCH® imposes a $2.00 processing fee for all paper claim submissions, excluding corrected claims and COB claims. Paper claims should be submitted on a red CMS-1500 form and mailed to:

MARCH® Vision Care
6701 Center Drive West, Suite 790
Los Angeles, CA 90045

Handwritten and/or faxed claims may delay claim payment.

Clean Claim Definition

MARCH® defines a clean claim as a bill from a health care provider that can be processed without obtaining additional information from the provider of service or from a third party. An unclean claim is defined as any claim that does not meet the definition of a clean claim. State specific exceptions to the MARCH® clean claim definition are provided below.

Connecticut Clean Claim Definition

Unless otherwise required by law or regulation, a claim which (a) is submitted within the proper timeframe and (b) has (i) detailed and descriptive medical and patient data, (ii) a corresponding referral (whether in paper or electronic format), if required for the applicable claim, (iii) whether submitted via an electronic transaction using permitted standard code sets (e.g., CPT-4, ICD-10, HCPCS) as required by the applicable Federal or state regulatory authority (e.g., U.S. Dept. of Health & Human Services, U.S. Dept. of Labor, state law or regulation) or otherwise, all the data elements of the UB-92 or CMS-1500 (or successor standard) forms (including but not limited to Member identification number, national provider identifier ("NPI"), date(s) of service, complete and accurate breakdown of services), and (c) does not involve coordination of benefits, and (d) has no defect or error (including any new procedures with no CPT code, experimental procedures or other circumstances not contemplated at the time of execution of the Provider Services Agreement) that prevents timely adjudication.

Claims submitted for payment should include the following:

- Member name, ID number, date of birth and gender.
- Provider and/or facility name, address and signature.
- Billing name, address and tax identification number.
- The rendering and billing National Provider Identifier (NPI).
- Date of service.
- Current and appropriate ICD-10 codes.
- Service units.
- Current and appropriate CPT/HCPCS codes.
- Current and applicable modifier codes.
- Place of service.
- Usual and customary charges.

MARCH® has the right to obtain further information from a provider’s office upon request when a submitted claim has errors or when MARCH® or the health plan has reasonable grounds for suspecting possible fraud, misrepresentation or unfair billing practices.

Unclean claims are processed in accordance with applicable laws and regulations.

IMPORTANT: Please submit corrected claims on a red CMS-1500 form and clearly indicate on the claim that the submission is a corrected claim. This ensures the corrected information will be considered during claims processing and will help prevent payment delays.

### 3.2 American Medical Association CPT Coding Rules

MARCH® reaffirms its adoption of CPT coding rules established by the American Medical Association, Medicaid, and Medicare Regulations, and applicable law:

- For an initial examination of a new patient, providers can use a new eye examination billing code. A provider may also bill for a new member examination if a member has not been examined for 3 consecutive years by that provider/group.
- A routine examination for an established patient in subsequent years can be billed as a follow up examination.
- Providers can continue to bill this way unless the member has not been examined for 3 consecutive years at that office, at which time the service may be billed with a new member examination code as indicated above.
- A medical examination may be billed if the member has the benefit as indicated in MARCH’s State Specific Provider Reference Guide.
- Follow up examinations for the same medical condition noted above may be billed based on the acuteness of the condition and the documented services provided.
- According to Medicare Carriers Manual Section 15501.1 H, if more than one evaluation and management (face-to-face) service is provided on the same day to the same patient, whether by the same provider or more than one provider in the same specialty in the same group, only one evaluation and management service may be billed. Therefore, a comprehensive eye examination and a medical examination, such as a diabetic eye evaluation, may not be billed on the same date of service. Instead of billing two examinations separately, providers should select a level of service representative of the combined visits and submit the appropriate code for that level. The less extensive procedure is bundled into the more extensive procedure.
- The services furnished and associated medical record documentation must meet the definition of the CPT code billed. This is especially important when providers bill the highest levels of visit and consultation codes. For example, to bill a comprehensive eye exam - new patient, the patient may not have been examined by a provider in the practice within the past three years, the history must meet the CPT code’s definition of a comprehensive history, and all components of an examination need to be recorded, including dilation or equivalent. The provider may use professional discretion whether to dilate at subsequent visits for existing patients, but dilation is expected at the initial visit and at least every 3 years.
- Medical necessity of a service is the overarching criterion for payment, in addition to the individual requirements of a CPT code. It would not be medically necessary or appropriate to bill a higher level of evaluation and management service when a lower level of service is warranted or performed. In a similar vein, it would not be warranted to bill for services if medical necessity is not established by standards of medical or optometric practice.
- The date of service on the claim should always match the date of service on the medical record and the medical record should include complete documentation related to all billed services.
- The comprehensive nature of the examination codes includes a number of tests and evaluations. Some of these procedures have their own CPT code. When these procedures are broken out and billed in conjunction with a comprehensive examination is referred to as “unbundling” and is an inappropriate billing practice. This type of billing practice will be subject to action from a health plan or insurance carrier.

The most common errors include:

- Billing for a dilated fundus examination with the indirect ophthalmoscope and using the codes 92225, 92226, or separately billing visual fields using 92081.
- Billing color vision testing using 92283.
- Billing sensory motor testing using 92060.
- Billing gonioscopy using 92020.
The appropriate and correct use of the CPT (procedure) and diagnosis code is the responsibility of every health care provider. In all instances, the medical record should reflect the intensity of examination that is being billed. MARCH® will audit claim submissions to ensure compliance. Audits will include the review of medical records. These are some of the criteria that are used when MARCH® performs retrospective random chart audits based on claims submitted. Claims submitted that deviate from this standard may trigger a medical record audit. Audits that reveal chronic billing problems, or trends, or quality of care issues will require a Corrective Action Plan (“CAP”). Failure to execute the CAP may lead to termination as a MARCH® provider.

3.3 Billing for Replacements and Repairs

Replacements and repairs are generally only covered under certain circumstances. For this reason, confirmation numbers are required for replacements and repairs. Replacement and repair services must be billed with the applicable modifier. The valid modifiers are provided below:

- RA (Replacements)
- RB (Repairs)

Reimbursement for materials billed with the RB (Repairs) modifier will be reimbursed at 50% of the contracted rate.

3.4 Billing for Glaucoma Screenings

The screening examination for glaucoma must include the following two (2) components:

1. Dilated exam with intraocular pressure (IOP) measurement;
2. Either direct ophthalmoscopy or slit lamp biomicroscopy.

CMS mandates payment for a glaucoma screening examination that is performed on an eligible beneficiary after at least eleven (11) months have passed following the month in which the last glaucoma screening examination was performed.

3.5 Frame Warranty

Frames from the MARCH® frame kit are fully guaranteed against manufacturing defects for a period of one (1) year from the date the frame was dispensed.

If the provider determines that the defective frame is covered under the warranty, please contact MARCH® at the appropriate state-specific phone number (see Section 1.2). Please do not send broken glasses to MARCH® or the contracted lab.

3.6 Order Cancellations

Orders placed with the MARCH® contracted lab for frames and lenses are final.

- Members are responsible for the cost of frames and/or lenses if the order is cancelled by the member after the order has been completed by the lab.
- Providers are responsible for the cost of frames and/or lenses if the order is incorrect due to provider error.
- In the event of an error, do not resubmit a corrected order. Please contact MARCH® at the appropriate state-specific phone number (see Section 1.2).

3.7 Non-Covered Lens Options

In most states, a member may opt to add a non-covered lens option such as tinting, anti-reflective coating, etc. to their eyeglass order. The process to do so is as follows:

Medicaid:

1. If a member chooses non-covered lens options such as AR, UV, tinting, etc., the provider should charge the member up to, but not to exceed, the retail amount listed on the MARCH® Wholesale/Retail Fee Schedule (Exhibit R).
2. When the order for the non-covered lens options is complete, the contracted lab will submit an invoice to MARCH® for the non-covered lens options ordered. MARCH® reimburses the contracted lab directly for any materials ordered.
3. MARCH® will deduct the wholesale amount listed in Exhibit R from the provider’s claim payment with the Explanation of Payment (EOP) code of “LABDED.” The provider may retain the difference between the retail amount charged and the wholesale amount.

Medicare:

The Medicare benefit is an allowance based benefit. Any non-covered lens options are counted towards the member’s benefit allowance amount. Please see Section 3.8 Billing and Calculation of Medicare Allowance for further clarification.

As a reminder, the Medicaid or Medicare member must agree in writing and in advance to any non-covered service/procedure. Please refer to Section 2.2 for further clarification.

3.8 Billing and Calculation of Medicare Allowance

A set dollar amount is typically allowed to cover frames, lenses and/or contact lenses provided to Medicare members, also known as an “allowance” or an “allowance-based benefit”. Providers should bill the current and appropriate HCPCS codes for frames, lenses, and/or contact lenses along with the usual and customary charges for those codes. The allowance does not apply to routine eye exams. Routine eye exams are paid separately.

Frames and Lenses

The allowance for frames and lenses will be applied in the following order:

1. Basic lens codes (V2100-V2399)
2. Frame codes (V2020, V2025)
3. Any remaining allowance will be applied to lens upgrades such as tinting, scratch coating, polycarbonate lenses, etc.

The following are examples of how the allowance is applied to frames and lenses. The billed charges and paid amounts listed are for illustrative purposes only. MARCH® does not pay dispensing/fitting fees for frames and lenses as part of the Medicare benefit.

The example provided below assumes a $150.00 allowance for frames and lenses and a billed amount less than the allowance.

<table>
<thead>
<tr>
<th>HCPCS</th>
<th>Description</th>
<th>Billed Charges</th>
<th>Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>V2020</td>
<td>Frame</td>
<td>$95.00</td>
<td>$95.00</td>
</tr>
<tr>
<td>V2100</td>
<td>Lens</td>
<td>$30.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>V2745</td>
<td>Tint</td>
<td>$10.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$135.00</td>
<td>$135.00</td>
</tr>
</tbody>
</table>

The example provided below assumes a $150.00 allowance for frames and lenses and a billed amount greater than the allowance.

<table>
<thead>
<tr>
<th>HCPCS</th>
<th>Description</th>
<th>Billed Charges</th>
<th>Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>V2020</td>
<td>Frame</td>
<td>$200.00</td>
<td>$120.00*</td>
</tr>
<tr>
<td>V2100</td>
<td>Lens</td>
<td>$30.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>V2745</td>
<td>Tint</td>
<td>$10.00</td>
<td>$0.00*</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$240.00</td>
<td>$150.00</td>
</tr>
</tbody>
</table>

* Member is responsible for charges exceeding their benefit allowance.

Contact Lenses

The allowance for contact lenses will be applied to the purchase of contact lenses first and any remaining allowance will then be applied to the dispensing/fitting fee. Following is an example of how the allowance is applied to contact lenses. The billed charges and paid amounts listed are for illustrative purposes only.

<table>
<thead>
<tr>
<th>HCPCS</th>
<th>Description</th>
<th>Billed Charges</th>
<th>Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>V2020</td>
<td>Frame</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V2100</td>
<td>Lens</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V2745</td>
<td>Tint</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$240.00</td>
<td>$150.00</td>
</tr>
</tbody>
</table>
The example provided below assumes a $150.00 allowance for contact lenses and a billed amount equal to the allowance.

<table>
<thead>
<tr>
<th>HCPCS</th>
<th>Description</th>
<th>Billed Charges</th>
<th>Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>V2500</td>
<td>Contact Lenses</td>
<td>$100.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>92310</td>
<td>Fitting</td>
<td>$50.00</td>
<td>$50.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$150.00</strong></td>
<td><strong>$150.00</strong></td>
</tr>
</tbody>
</table>

The example provided below assumes a $100 allowance for contact lenses and a billed amount that exceeds the allowance.

<table>
<thead>
<tr>
<th>HCPCS</th>
<th>Description</th>
<th>Billed Charges</th>
<th>Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>V2500</td>
<td>Contact Lenses</td>
<td>$100.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>92310</td>
<td>Fitting</td>
<td>$50.00</td>
<td>0.00*</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$150.00</strong></td>
<td><strong>$100.00</strong></td>
</tr>
</tbody>
</table>

* Member is responsible for charges exceeding their benefit allowance.

### 3.9 Claim Filing Limits

MARCH® imposes claim filing limits in accordance with the applicable provider services agreement and governing entity regulations. Claim filing limits are provided below as days and begin on the date services are rendered.

<table>
<thead>
<tr>
<th>State</th>
<th>Medicaid</th>
<th>Medicare</th>
<th>Commercial</th>
<th>Medicare-Medicaid Plan (MMP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>365</td>
</tr>
<tr>
<td>Connecticut</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Delaware</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Florida</td>
<td>180</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Illinois</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>365</td>
</tr>
<tr>
<td>Louisiana</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Maryland</td>
<td>180</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Michigan</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>365</td>
</tr>
<tr>
<td>Mississippi</td>
<td>180</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Missouri</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>New Jersey</td>
<td>180</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>New Mexico</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>New York</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Ohio</td>
<td>120</td>
<td>365</td>
<td>90</td>
<td>365</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>South Carolina</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>365</td>
</tr>
<tr>
<td>Utah</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Virginia</td>
<td>90</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Washington</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>365</td>
<td>365</td>
<td>90</td>
<td>-</td>
</tr>
</tbody>
</table>

1If the filing age of the claim is between seven (7) and nine (9) months, a 25% penalty is applied. If the filing age is between ten (10) and twelve (12) months, a 50% penalty is applied.

### Proof of Timely Filing

In cases where there is documentation proving “good cause” for a filing delay and a claim has not been submitted to MARCH®, or a claim has been denied by MARCH® for exceeding the filing limit, MARCH® will consider issuing payment following a review of the “good cause” documentation.

The following are examples of acceptable forms of documentation to show “good cause” for delayed filing:

- Explanation of payment/denial from the primary payor dated within the timely filing period.
- Explanation of payment/denial from the believed payor dated within the timely filing period.
IMPORTANT: Please attach delayed filing “good cause” documentation to late filed claims. Submit late filed claims on a red CMS-1500 form and clearly indicate on the claim that the submission is a **late file claim with good cause documentation attached**. This ensures the information will be considered during claims processing and will help prevent payment delays.

### 3.10 Prompt Claim Processing

Claim payments are issued in accordance with the applicable provider services agreement and governing entity regulations. Prompt payment processing times are provided below for paper and electronic data interchange (EDI) claims as calendar days unless otherwise specified. The processing time limit generally begins on the date the claim is received by MARCH®. However, in some cases such as with Medicare plans, the time limit begins on the date the claim is received by an associated entity.

<table>
<thead>
<tr>
<th>State</th>
<th>Medicaid</th>
<th>Medicare</th>
<th>Commercial</th>
<th>Medicare-Medicaid Plan (MMP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>45 working days</td>
<td>60</td>
<td>45 working days</td>
<td>45 working days</td>
</tr>
<tr>
<td>Connecticut</td>
<td>45</td>
<td>60</td>
<td>45</td>
<td>-</td>
</tr>
<tr>
<td>Delaware</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Florida</td>
<td>EDI 20, Paper 40</td>
<td>60</td>
<td>EDI 20, Paper 40</td>
<td>-</td>
</tr>
<tr>
<td>Illinois</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>60</td>
</tr>
<tr>
<td>Louisiana</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Maryland</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Michigan</td>
<td>45</td>
<td>60</td>
<td>45</td>
<td>60</td>
</tr>
<tr>
<td>Mississippi</td>
<td>EDI 25, Paper 35</td>
<td>60</td>
<td>EDI 25, Paper 35</td>
<td>-</td>
</tr>
<tr>
<td>Missouri</td>
<td>30</td>
<td>60</td>
<td>EDI 30, Paper 30</td>
<td>-</td>
</tr>
<tr>
<td>New Jersey</td>
<td>EDI 30, Paper 40</td>
<td>60</td>
<td>EDI 30, Paper 40</td>
<td>-</td>
</tr>
<tr>
<td>New Mexico</td>
<td>EDI 30, Paper 45</td>
<td>60</td>
<td>EDI 30, Paper 45</td>
<td>-</td>
</tr>
<tr>
<td>New York</td>
<td>EDI 30, Paper 45</td>
<td>60</td>
<td>EDI 30, Paper 40</td>
<td>-</td>
</tr>
<tr>
<td>Ohio</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>45</td>
<td>60</td>
<td>45</td>
<td>-</td>
</tr>
<tr>
<td>South Carolina</td>
<td>EDI 20, Paper 40</td>
<td>60</td>
<td>EDI 20, Paper 40</td>
<td>60</td>
</tr>
<tr>
<td>Utah</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Virginia</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Washington</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>30</td>
<td>60</td>
<td>30</td>
<td>-</td>
</tr>
</tbody>
</table>

1At least 90% of all clean claims will be processed or paid within fifteen (15) business days of the receipt date.

### 3.11 Corrected Claims

A corrected claim may be submitted through the **eyeSynergy®** web portal, under the Claims Details page. Providers will only have the option to submit a corrected claim after the claim has been paid. When using the “correct claim” function in **eyeSynergy®**, providers are to indicate the reason for the correction in the note section field. If attachments are required to process the claim, please do not submit the corrected claim through **eyeSynergy®**. Instead, please submit your corrected claim on a red CMS-1500 form along with the proof of timely filing or coordination of benefits attachment(s).

All other corrected claims, not submitted via **eyeSynergy®** during the initial claim submission, must also be submitted on a red CMS-1500 form. Clearly indicate on the claim that the submission is a **corrected claim**. This ensures the corrected information will be considered during claims processing and will help prevent payment delays. Corrected claims are not subject to the $2.00 paper claim processing fee.

Please mail corrected claims to:

MARCH® Vision Care
6701 Center Drive West, Suite 790
Los Angeles, CA 90045
3.12 Provider Disputes

MARCH® is committed to ensuring provider satisfaction. Our Customer Service department can be reached at the appropriate state-specific phone number (see Section 1.2). In addition to contacting our customer service department, the MARCH® Provider Dispute Resolution Process provides a mechanism for you to communicate disputes in writing.

The following is applicable to all states except New Jersey. Please see the section below titled “Provider Dispute Process – New Jersey only” for information pertaining to New Jersey.

Provider Dispute Types

- Claim
- Appeal of Medical Necessity / Utilization Management Decision
- Request for Reimbursement of Overpayment
- Seeking Resolution of a Billing Determination
- Contract

Provider Dispute Resolution Process

1. The provider submits the MARCH® Provider Dispute Resolution Request Form (Exhibit B) or a written summary of their dispute including supporting documentation. This serves as the first level of appeal by the provider.
2. MARCH® will acknowledge receipt of all participating provider disputes as follows:
   a) Electronic disputes received from participating providers will be acknowledged by MARCH® within two (2) working days of the date of receipt by MARCH®.
   b) Paper disputes received from participating providers will be acknowledged by MARCH® within fifteen (15) working days of the date of receipt by MARCH®.
3. Provider disputes that do not include all required information will be returned to the submitter for completion within forty-five (45) working days from the date of receipt.
4. An amended dispute which includes the missing information may be submitted to MARCH® within thirty (30) working days of receipt of the request for additional information.
5. Amended disputes not received within thirty (30) working days will be closed and acknowledged within forty-five (45) working days from the date the request for additional information was due.
6. MARCH® will issue a written determination explaining the reasons for its determination within forty-five (45) working days from the date of receipt of the dispute or receipt of the requested information (amended dispute).
7. Providers may appeal a second level decision of the Provider Dispute Resolution Process directly to the health plan.

Please submit your request to:

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

Provider Dispute Process – New Jersey only

Provider Dispute Types

- Claim
- Request for Reimbursement of Overpayment
- Seeking Resolution of a Billing Determination

Provider Dispute Resolution Process

1. The provider submits the MARCH® Provider Dispute Resolution Request form also known as the Health Care Provider Application to Appeal a Claims Determination (HCAPAA) form in Exhibit S or a written summary of their dispute including supporting documentation.
2. The Provider Dispute Resolution form may be received by MARCH® within ninety (90) calendar days from participating provider’s receipt of MARCH®’s claims determination which is the basis of the appeal.
3. MARCH® will acknowledge receipt of participating provider disputes fifteen (15) calendar days of the date of receipt by MARCH®.
4. Provider disputes that do not include all required information will be returned to the submitter for completion within thirty (30) calendar days from the date of receipt.
5. An amended dispute which includes the missing information may be submitted to MARCH® within thirty (30) working days of receipt of the request for additional information.
6. Amended disputes not received within thirty (30) working days will be closed and acknowledged within forty-five (45) working days from the date the request for additional information was due.
7. MARCH® will issue a written determination explaining the reasons for its determination within thirty (30) calendar days from the date of receipt of the dispute or receipt of the requested information (amended dispute).
8. If the parties are unable to resolve the dispute in accordance with this Payment Dispute Resolution Mechanism, any matters remaining in controversy shall be subject to arbitration in accordance with the Program for Independent Claims Payment Arbitration (“PICPA”) administered by the New Jersey Department of Banking and Insurance. The PICPA provides that the Participating Provider may initiate an arbitration proceeding within ninety (90) calendar days following the date the Participating Provider dispute was completed or should have been completed by MARCH® Vision Care. More information for the PICPA is available at https://njpicpa.maximus.com.

Please submit your request to:
MARCH® Vision Care
Attention: Claims Appeals
6701 Center Drive West, Suite 790
Los Angeles, CA 90045

3.13 Overpayment of Claims

If MARCH® determines a claim was overpaid or was paid incorrectly, MARCH® will notify the provider in writing. Overpayment refund requests are issued in accordance with the applicable provider services agreement and governing entity regulations. MARCH® does not issue overpayment refund requests more than three hundred and sixty five (365) days following the payment date, even when permitted by governing entity regulations.

Once an overpayment refund request is issued, if MARCH® does not receive an overpayment dispute request or refund of the overpaid amount within thirty (30) days*, MARCH® may offset the overpayment against future claim payments if not prohibited by governing entity regulations.

*New Jersey: forty-five (45) days

3.14 Balance Billing

“Balance Billing” means charging or collecting an amount in excess of the Medicaid, Medicare, or contracted reimbursement rate for services covered under a Medicaid, Medicare or employer sponsored beneficiary’s plan. “Balance Billing” does not include charging or collecting deductibles or copayments and coinsurance required by the beneficiary’s plan.

Providers are prohibited from balance billing MARCH® members. The explanation codes MARCH® provides in the explanation of payment remittance advice clearly indicate when balance billing for a service is not permissible.

3.15 Coordination of Benefits

Coordination of Benefits (COB) is a method of integrating health benefits payable under more than one health insurance plan, allowing patients to receive up to 100% coverage for services rendered. Patients that have health benefits under more than one health insurance plan are said to have “dual coverage”. In some cases patients may have primary, secondary, and tertiary coverage. When a patient has multiple plans or “dual coverage”, it is necessary to know what plan is primary and what plan is secondary or tertiary. The primary plan must be billed first and the claim is billed just like any other claim would be billed. The secondary plan is billed once an explanation of payment (EOP) is possibly a payment is received from the primary plan. The claims submitted to a secondary or tertiary plan are considered “COB claims”. When billing a secondary plan, the bill must have the primary insurance plans’ EOP attached. The payments received from the primary plan should be indicated in field twenty-nine (29) of the CMS 1500 form. If the secondary plan is billed without an attached primary insurance EOP, the claim will be contested and the primary insurance EOP will be requested. Medicaid/Medicare will not make an additional payment if the amount received from the primary insurance company is equal to or greater than the Medicaid/Medicare reimbursement amount.
MARCH® processes COB claims in accordance with the applicable provider services agreement and governing entity regulations. When MARCH® is the secondary payor, MARCH® is responsible for the difference between the provider’s usual and customary charges and the amount payable by the primary insurance plan, not to exceed the applicable reimbursement rates and benefit allowance.

The timeframe for filing a claim in situations involving third party benefits (COB and subrogation) shall begin on the date that the third party documented resolution of the claim. COB claims must be submitted as paper claims on a red CMS 1500 form. COB claims are not subject to the $2.00 paper claim processing fee.

Please mail COB claims to:

MARCH® Vision Care
6701 Center Drive West, Suite 790
Los Angeles, CA 90045
4.1 Access Standards

MARCH® optometrists and ophthalmologists are required to meet minimum standards of accessibility for members at all times as a condition of maintaining participating provider status.

In connection with the foregoing, MARCH® has established the following accessibility standards, when otherwise not specified by regulation or by client performance standards:

- Appointments for routine, non-urgent eye examinations and eyeglass or contact lens fittings and dispensing are available within thirty (30) calendar days.
- Rescheduling an appointment in a manner that is appropriate for the enrollee’s health care needs and ensures continuity of care consistent with good professional practice.
- When MARCH® is contractually responsible for more than routine eye examinations, appointments for urgent/emergent eye care services, within the optometrist’s or ophthalmologist’s scope of practice, are available within twenty-four (24) hours.
- Providers are required to employ an answering service or a voice mail system during non-business hours, which provide instructions to members on how they may obtain urgent or emergency care. The message may include:
  - An emergency contact number (i.e. cell number, auto forwarding call system, pager);
  - Information on how to contact another provider who has agreed to be on-call to triage or screen by phone, or if needed, deliver urgent or emergency care; and/or
  - Instructions to call 911 or go to the local emergency room.
- Members with scheduled appointments will wait no more than thirty (30) minutes from their appointment time before being seen by a provider. Wait time is defined as the time spent in the lobby and in the examination room prior to being seen by a provider.

Additional state-specific requirements are provided below. In the event of a conflict between any standard above and those of a particular state, the more stringent standard shall apply.

Missouri

Urgent/Emergent Care After Hours:

- Providers must refrain from directing members to call 911 as the only option for after hour access.

Wisconsin

Appointments for routine, non-urgent eye examinations, eyeglass or contact lens fittings, and dispensing are available within twenty-eight (28) calendar days.

4.2 Access Monitoring

MARCH® is responsible for monitoring compliance with accessibility standards. MARCH® will bear responsibility for reviewing and exercising oversight regarding matters such as member wait times, both for appointments and in the office, as well as other barriers to accessibility that may be reflected in member grievances, informal comments received by MARCH® employees or otherwise noted.

The following are some of the mechanisms that will be employed by MARCH® to verify access and compliance with its accessibility standards:

- Blast Fax requests may be used to gather information from providers to determine demographic, access and language information.
- Telephone access surveys will be conducted by MARCH® through random calls to optometrist and ophthalmologist offices to verify capacity to ensure that appointments are scheduled on a timely basis, with appropriate office wait time, and that appropriate after hours answering systems are being utilized.
- MARCH®’s grievance system also serves to identify access-related concerns. The tracking of grievances and an investigation of grievance patterns may result in the implementation of new policies and procedures and/or the education of participating optometrists, ophthalmologists, and staff members.
- Members may be provided with a Member Satisfaction Survey to comment on the service and products received from MARCH® and its providers.
The appointment books of participating optometrists and ophthalmologists may be periodically reviewed during on-site inspections to validate the availability of appointments for services within reasonable time frames. Waiting rooms may also be periodically monitored to determine how long members wait for scheduled appointments.

The coordination of access monitoring is facilitated by MARCH®’s Department of Health Care Services. Reports of the results of these initiatives are prepared and presented to the Quality Improvement Committee and the Board of Directors which is responsible to ensure compliance with such standards.
5.1 Protocol for Member Grievances and Appeals

Definitions

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grievance</strong></td>
<td>A written or oral expression of dissatisfaction regarding MARCH® and/or its provider(s) including access to care, quality of care and quality of service. A grievance would reflect a situation where a denial has not been issued and there is dissatisfaction.</td>
</tr>
<tr>
<td><strong>Appeal</strong></td>
<td>A request for reconsideration of an action/initial determination/request for service or claim that was denied, deferred, and/or modified where a notice of action (denial letter) was issued. The denial may occur before services are rendered or as a claim or partial claim denial.</td>
</tr>
</tbody>
</table>

It is MARCH®’s policy to address and resolve member grievances and/or appeals in an orderly and timely manner according to all regulations and client contractual requirements. All MARCH® members or the member’s personal representative have the right to file a grievance and/or submit an appeal through the Grievance and Appeal process. For California members, please refer to Exhibit M for the Member Grievance Form which is to be provided on member’s request. Members from all other states, except California, need to call the phone number on the back of their health plan identification card. For commercial members, an online grievance form is available for their convenience at www.marchvisioncare.com. A grievance can be filed in person, by telephone, via the MARCH® website or in writing. If a grievance is submitted to you by the member, it is your responsibility to fax it, within twenty-four (24) hours to MARCH®’s Quality Management Department for handling at (855) 640-6735 noting that the contents are confidential and urgent.

In cases where handling grievances is not delegated to MARCH®, members should be referred to their health plan for assistance. MARCH® will work with the member’s contracted health plan to resolve issues. You may be asked for medical records or a response as part of the grievance/appeal investigation. According to your contract with MARCH®, you are required to furnish medical records of MARCH® members for whom claims have been submitted. Member authorization is not required to release medical records per state and federal regulations. MARCH® will ensure that grievances and appeals will be investigated, and resolved in a regulatory compliant time frame, following its policies and procedures.

Discrimination against members who have filed a grievance is not permitted. All MARCH® members are afforded the opportunity to effectively communicate with MARCH® regardless of cultural differences, linguistic limitations or other communicative impairments. MARCH® ensures that all members have access to, and can fully participate in the grievance system by providing assistance to those with limited English proficiency or with a visual or other communicative impairment. Such assistance may include, but is not limited to, translations of grievance procedures, forms, and plan responses to grievances, as well as access to interpreters and devices that aid impaired individuals in communication.

MARCH®’s providers and staff are proficient in many of the languages commonly spoken by non-English speaking members. When necessary, interpretation and translation services may be used to enable effective communication with members regarding grievances. Members who are hearing or speech impaired and use a telecommunication device with a keyboard and visual display can communicate with MARCH® regarding grievances by using the California Relay Service. You may contact MARCH® for assistance with this process. MARCH® provides grievance process assistance to visually impaired members and ensures verbal communications are conducted in a prompt manner.

5.2 Potential Quality Issue

A potential quality issue is an individual occurrence of a suspected deviation from expected provider performance, clinical care or outcome of care that cannot be determined to be justified without additional review. The investigation of the potential quality issue is conducted by the Quality Management Department and documented in the case file. The potential quality issue is presented to the Chief Medical Officer/Optometrist reviewer for evaluation, recommendations, and signature. If it is determined that a potential breach in quality exists, the case may be referred for further levels of review, which include outside specialists, peer review, credentialing or the Legal Department. Upon completion of the medical review, the case is assigned a Severity Level that demonstrates the severity of breach in quality, along with the outcome and required intervention, if appropriate. Please refer to Exhibit N for Severity Levels of various issues and possible actions.

Potential quality issues may be sent to the Quality Management Department for investigation from anyone and any place in the MARCH® organization. Please refer to Exhibit O for the Potential Quality Issue Referral Form.
6.1 Member Rights

The following information has been provided to our members about their rights and responsibilities.

“As a member of MARCH®’s commercial plan, you have rights and responsibilities. Each member has the same rights and responsibilities.”

You have the right to be treated equally.
MARCH® and our providers cannot discriminate against you based on:

- Age, sex, race, skin color, religion or sexual orientation.
- The country you or your ancestors came from.
- Marital status (married, divorced, single or in a domestic partnership).
- Health care needs and how often you use services.
- History as a victim of domestic violence.

You have the right to informed consent.
Informed consent means that before you agree to a treatment or procedure, you understand:

- What the treatment or procedure is.
- The possible risks and benefits of the treatment or procedure.
- Other treatments or procedures that exist and what their risks and benefits are.
- What you can expect if you choose not to have the treatment or procedure.

You have the right to refuse or accept a treatment or procedure.
The only exception to this right is when it is an emergency and there is no time to get your informed consent without risking your health.

You have the right to a copy of your medical records.
To obtain a copy of your medical records, call your eye care provider’s office or call MARCH® at the appropriate state-specific phone number (see Section 1.2). Processing may take a few days and there may be a nominal copy fee.

You have the right to keep your medical records private.
You may ask MARCH® to send you a statement that describes our privacy and confidentiality policies and procedures. Please call MARCH® at the appropriate state-specific phone number (see Section 1.2).

You have the right to have an Advance Health Care Directive.
An Advance Health Care Directive is a form you complete advising MARCH®, your doctor, family, and friends about the health care treatment you want in the event you are no longer able to make decisions for yourself.

You have the right to get information about how MARCH® does business.
You have the right to request information about reimbursement practices. Please call MARCH® at the appropriate state-specific phone number (see Section 1.2).

6.2 Member Responsibilities

It is your responsibility to:

- Pay your premium, co-pays, and yearly deductible (when applicable).
- Give your doctors and other providers all the information you can to help them decide on your care.
- Keep your appointments. If you need to cancel an appointment, let the office know ahead of time and schedule a new appointment.
- Show respect to your providers, to the MARCH® staff and to other members.
- Notify MARCH® of a change of address or telephone number (when applicable).
7.1 Quality Improvement Program

Provider participation is of key importance to a successful Quality Improvement Program.

Provider participation in Quality Management (“QM”) activities includes:

- Participate in MARCH® Quality Committees including the Quality Improvement Committee, Peer Review Sub-Committee, Utilization Management Sub-Committee, Professional Review Committee and/or the Public Policy Committee (commercial business only).
- Participate in disease management programs.
- Adhere to adopted clinical care guidelines.
- Timely and appropriate response to member appeals and grievances.
- Meet member access requirements.
- Participate in clinical reviews.
- Maintain medical record standards.
- Maintain the confidentiality of member information and records.

If you are interested in an active role in one of the committees noted above, please contact MARCH®’s Director, Health Care Services, Reva Sober at (310) 216-2300.

Please refer to the links below for additional information regarding the commercial and non-commercial 2017 Quality Improvement Programs.

2017 Quality Improvement Program Non-Commercial Group

7.2 Commercial Only - Medically Necessary Contact Lenses Utilization Review Process

MARCH® Vision Care, Inc., Commercial Members

Based upon the individual commercial member’s plan, a higher contact lens allowance may be provided to those who need medically necessary contacts. To qualify for the higher allowance, the member must have one of the following diagnoses:

- Irregular astigmatism,
- Keratoconus,
- Anisometropia,
- Corneal scarring, or
- Aphakia.

If a vision provider includes one of the associated diagnosis codes on a claim submission for contacts and the member has not exhausted the benefit, the claim will automatically be processed as medically necessary contact lenses up to the benefit defined in the member’s vision benefit plan. Prior authorization or confirmation is not needed. This is true for contracted or non-contracted providers, although the amount covered may be lower for non-contracted providers depending on the member’s vision benefit plan.

If a person would like to know in advance if a claim will be processed for medically necessary contacts instead of elective contacts, a provider may request a confirmation via the IVR, eyeSynergy®, or by speaking with a Customer Service Representative. Once the member’s benefits have been systematically confirmed as not exhausted, the requesting provider will be asked to attest that the member has one of the above noted conditions. Such attestation is all that is needed to receive a confirmation for medically necessary contact lenses.

If a provider is unable or unwilling to attest that the member has one of these diagnoses and the provider or the member believes the contacts should be covered as medically necessary, the provider or member may call MARCH® Customer Service Department and request clinical review for medically necessary contacts. The request is documented in the eyeManager system. The case will be systematically received by the Heath Care Services Department for utilization review using the same criteria for coverage as noted above. Upon completion of the utilization review request, the provider and member will be given verbal and written notification of the outcome of the review in accordance to the process and timeframe outlined in the MARCH® Utilization Review policies and procedures such as “Referral Review Process and Turn Around Times” (72.001.06CA). If a provider or member does not request clinical review, the Health Care Services Department nonetheless receives notification of the request for medically necessary contact lenses and Policy and Procedure 72.001.06CA is followed.
If the member already has used the materials benefit during the benefit period, the provider and member will be informed of the date the member will be eligible to use the benefit allowance again.

A claim for contact lenses submitted without one of these five (5) diagnoses and a confirmation for medically necessary contacts was not requested, it is automatically (without a review) processed as an elective contact lens claim. If a provider or a member disagrees with the elective contact lens classification, a member appeal requesting the claim be adjusted to pay at the medically necessary contact lenses rate may be launched. Medical records will be requested and utilized to provide a final decision, according to the MARCH® Member Appeal Process, Policy, and Procedure 71.002.06CA.

The criteria provided are guidelines used by MARCH® to authorize, modify, or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under your contract.

All Utilization Management Policies and Procedures are available to providers, members, or the public upon request by contacting MARCH®’s Health Care Services Department.

7.3 Clinical Decision Making

MARCH® clinical decisions are based only on appropriateness of care and service, and existence of coverage. MARCH® does not reward health care providers for denying, limiting, or delaying coverage of health care services. We also do not give monetary incentives to our staff making medical necessity decisions to provide less health care coverage or services.

7.4 Medical Charting for Eye Care Services

In an effort to ensure quality of services and to combat fraud, waste and abuse, MARCH®’s Health Care Services Department perform audits of medical records used as supporting documentation to substantiate post-payment claims submissions. MARCH®’s PEER Review Subcommittee has identified over fifteen (15) elements necessary in a comprehensive eye examination and, using a proprietary scoring system; records are evaluated and assigned a point value for each element based on their hierarchy of significance. The cumulative total point value is then used to determine the adequacy of the supporting documentation. When a comprehensive examination is billed, if any of the following critical elements are skipped 10 out 10 times, the audit score automatically defaults to the failing Severity Level score 4. These critical elements include: slit lamp exam, intraocular pressure, optic nerve head evaluation, external testing and dilated fundus exam.

If any of these elements are missing or inadequately documented in the medical chart, MARCH® may send a request for a corrective action plan ("CAP"), asking you to address the documentation issue(s) identified during the audit.

Below are items to keep in mind for ensuring your medical chart supporting documentation is sufficient to pass an audit:

Paper Charts

- The encounter must record critical general health care information as well as the traditional refractive data. Details of a patient’s medicine list and a formal review of systems are critical elements of the eye exam.
- Notes on pulse, blood pressure and body mass index are also helpful.
- Providers must query about tobacco use and alcohol use, assess patient orientation to time and place, and rate the patient’s emotional state during the exam.

Traditional paper charts may need to be updated to meet these standards. In addition to the requirements noted above, the form must include adequate space for a detailed slit lamp exam, notations for drugs that are administered during the exam, and a detailed posterior pole exam. A sample form that meets these requirements can be found in Exhibit U.

Electronic Medical Records

For providers using Electronic Medical Records ("EMR"), the following issues may be problematic. It is important to take them into consideration to ensure supporting documentation is sufficient:

- The templates for each encounter type, including the eye exam are customizable and many providers have customized their office system in a way that has deleted key elements of the eye exam. Deleting some elements may make your charts non-compliant.
- EMR’s have “defaults” for normal findings that often fill in descriptive, detailed language for normal structures/findings. Caution should be used with defaults so that the clinical data and test results correlate with the diagnosis, assessment and management plan.
• When documentation is worded exactly like or similar to previous entries, the documentation is referred to as “cloned”. Cloning of documentation from a previous visit lacks the encounter-specific information necessary to support services rendered to patients.
• A review of the EMR for consistency, logical assessment, and treatment plans should be completed before signing the chart. The chart should not be manipulated or corrected once it is signed by the provider.

Critical Elements of an Eye Exam

The goal in medical chart review is to assist the providers in the improvement of the eye care encounter to meet today’s standards. For both paper charts and EMRs, the following elements are required for all comprehensive eye examinations:

**Element 1**
**Reason for Visit**

• **Why important:** This element should trigger the encounter type and then direct the examination to meet the needs of the encounter. The “reason for visit” should be addressed in the diagnosis/impression section at the end of the exam as well as in the treatment/management plan. The reason may be related to the time since the last examination and the patient may not have symptoms or abnormal signs.
• **What is expected:** The patient should be directly questioned as to why they presented for the encounter. The patient should also be asked about issues with their eyes and vision or other problems that may be related to the visual system. The answers to these queries should be documented in the medical record.
• **Who can collect data:** Doctor or Technician but findings must be attested to by Doctor stating data has been reviewed.
• **How findings documented:** The information should be entered in free text or with bullet points.
• **When should optional testing be performed?** The responses to the reason for visit may redirect the exam to a problem focused visit rather than a routine eye examination. Testing and examination should follow the reason for the visit.
• **Quality point value:** 3 points
• **Critical element if box checked:**

**Element 2**
**Review of Systems**

• **Why important:** In addition to this review being a requirement for billing comprehensive eye examination codes and the Medical Vision evaluation and management codes, a review of systems documents all reported health issues and allows the doctor to discuss compliance with recommendations and follow-up with any necessary medical treatment with providers of the health care team. Historical information can assist in providing guidance as to required testing during the eye examination.
• **What is expected:** Each of the following systems should be queried and the patients’ response recorded. For all positive responses, additional questioning may be indicated.
  o Cardiovascular
  o Constitutional
  o Endocrine
  o Gastrointestinal
  o Head
  o Hematologic/Lymphatic
  o Immunologic
  o Integumentary
  o Musculoskeletal
  o Neurological
  o Psychiatric
  o Respiratory
• **Who can collect data:** Doctor or Technician but findings must be attested to by Doctor stating data has been reviewed.
• **How findings documented:** Findings are recorded as positive or negative. All positive findings should be questioned further and responses recorded in the patient’s record.
• **When should optional testing be performed?** If history reveals a condition that may have manifestations in the eye, adnexa or visual pathways, additional testing may be warranted.
• **Quality point value:** 3 points
• **Critical element if box checked:**
Element 3
Medications and Allergies

- **Why important:** A patient’s current medication list is an indicator of the overall health of the patient. Patients taking a number of medications have chronic health issues that can affect ocular health and the ultimate visual outcome. A patient’s current list of medications also directs the eye examination so that the provider focuses more closely on certain components of the exam. For example, patients on several medicines for heart and circulation may develop optic nerve damage at a lower IOP and are at risk to develop macular degeneration. Some patient will report “no medical problems” because they assume that the use of medicines eliminates the problems. For example, in some cases, only a review of the medication list will reveal that the patient is a diabetic. The list of the patient’s allergies also critical as a patient may be allergic to some of the medications used in the eye examination. The patient may also call at some point after the exam and need a prescription for conjunctivitis or other medical eye conditions. Most providers review the last examination notes to assess the clinical situation and prescribe medications.

  - **What is expected:**
    - Medications: Medication name and dosage for all drugs or supplements the patient is taking. If taking no medication, this should be indicated on the chart as none and not left blank.
    - Allergies: For allergies related to medications, the name should be listed as well as the adverse effect the member experienced. If the patient experiences environmental or food allergies, these should be noted as well. If no allergies are reported, the chart should indicate this result.

  - **Who can collect data:** Data is collected from the patient intake form and verified by the doctor / technician during the history. It may also be collected during the history. It is required for each exam or patient encounter.

  - **How findings documented:** Document as a list in the history section of the chart.

  - **When should optional testing be performed?** If history reveals a condition that may have manifestations in the eye, adnexa or visual pathways, additional testing may be warranted

  - **Quality point value:** 3 points

  - **Critical element if box checked:**

Element 4
Ocular, Family History

- **Why important:**
  - **Ocular:** A patient’s ocular history is one of the most important elements of the eye examination. It is impossible to provide a meaningful eye examination without the knowledge of previous problems, procedures and conditions
  - **Family History:** The modern understanding of genetics has opened new considerations for the treatment and management of ocular disease. From the routine problems of cataracts and glaucoma to the full spectrum of macular degeneration, the family history is critical in the treatment and management plan for each patient.

- **What is expected:** A detailed list of the patient’s previous eye problems and procedures should be listed. The family history should query medical problems including diabetes, hypertension, thyroid problems and cancer in addition to eye problems such as cataracts, glaucoma, and macular degeneration.

- **Who can collect data:** This is collected from the patient intake form and verified by the doctor / technician during the history but findings must be attested to by doctor stating data has been reviewed.

- **How findings documented:** Document as a list or in free text in the history section of the chart.

- **When should optional testing be performed?** If history reveals a condition that may have manifestations in the eye, adnexa or visual pathways, additional testing may be warranted

- **Quality point value:** 3 points

- **Critical element if box checked:**

Element 5
Entering Visual Acuity at Distance and Near

- **Why important:** For medico-legal reasons entering visual acuity must be measured. In addition, the patient’s acuity level establishes both a baseline for and a guide to further testing. All additional refractive findings should relate back to and be consistent with the entering visual acuity.

- **What is expected:** A measurement of visual acuity both uncorrected and with the patient’s habitual correction should be performed at both distance and near.

- **Who can collect data:** Doctor or Technician
• **How findings documented:** Distance Visual Acuity is recorded as a Snellen fraction with the numerator the testing distance and the denominator the level of visual acuity the patient read. The most appropriate measure of near visual acuity is a fraction with the target size seen in meters as the numerator and the testing distance in meters as the denominator. Alternatively, near vision may be recorded using reduced Snellen acuity followed by the testing distance.

• **When optional testing is performed:** If vision is abnormal or inadequate, the examination should be geared to finding the cause. If this is related to a stable pathology that is not resolvable, a low vision evaluation may be indicated.

• **Quality point value:** 10 points

• **Critical element if box checked:** ☐

---

**Element 6**
**Entering Tests**
**Vital Signs and**
**External Examination (Pupil testing/Extra Ocular Muscle testing)**
**The Cover test/Screening Visual Field**

• **Why important:**
  - **Vital signs** are mandated by the Stage two meaningful standards for the appropriate use of an electronic health record.
  - **External Examination** includes a battery of entering tests to assess a significant portion of the physical examination of the patient. Each test not only reveals clues to visual function, but also provides important screening of the neurological system.

• **What is expected:** **Measurement of**-
  - Height
  - Weight
  - Body Mass Index
  - Blood Pressure – for patients age 13 and older
  - Pulse
  - Testing of pupil response
    - Direct
    - Consensual
    - Swinging flashlight
  - Extra Ocular Muscle testing
  - Cover test
  - Visual field
    - Confrontation or
    - Automated test

• **Who can collect data:** Doctor or technician but findings must be attested to by Doctor stating data has been reviewed.

• **How findings documented:** The information should be documented as each test is completed with the appropriate results listed for each test.

• **When should optional testing be performed?** If testing reveals a condition that is abnormal, additional testing may be warranted.

• **Quality point value:** 10 points

• **Critical element if box checked:** ☐

---

**Element 7**
**Refraction**

• **Why important:** The subjective refraction is used to establish the final prescription.

• **What is expected:** The refraction required by the MARCH® standards is the subjective test that allows for the patients visual perception of the physical refractive error. Auto-refraction, by itself, is not an acceptable measurement

• **Who can collect data:** Doctor

• **How findings documented:** Sphere power, Cylinder power and axis for each eye as well as prism and bifocal power as indicated.

• **When should optional testing be performed?** If history reveals a condition that may have manifestations in the eye, adnexa or visual pathways, additional testing may be warranted

• **Quality point value:** 10 pts.

• **Critical element if box checked:** ☐
Element 8
Near Point Testing

- **Why important:** If the patient is presbyopic or demonstrates signs or symptoms of near point problems, testing is indicated.
- **What is expected:** Testing may include measurements of accommodation and/ or convergence as well as additional testing as determined by the provider (e.g. evaluation of saccadic eye movements)
- **Who can collect data:** Doctor
- **How findings documented:** Responses to testing documented in medical record
- **When optional testing is performed:** If reading issues are elicited during case history or if additional testing is indicated based upon clinical examination
- **Quality point value:** 3 points
- **Critical element if box checked:** ☐

Element 9
Current Optical Prescriptions

- **Why important:** To prescribe eyeglasses, the provider must compare the patient’s perception of their current vision with and without their current glasses, the entering visual acuity, the refractive testing and the patient's vision demands. The measurement and recording of the current prescription is a very necessary part of this decision making.
- **What is expected:** The current glasses prescription should be recorded in the refractive testing area.
- **Who can collect data:** This may be recorded by a technician or the doctor.
- **How findings documented:** Readings documented in medical record
- **When optional testing is performed:** N/A
- **Quality point value:** 3 points
- **Critical element if box checked:** ☐

Element 10
Corneal Curvature

- **Why important:** This test can be an important part of the refractive evaluation. It is a required element for contact lens fittings but it is an optional test for the eye examination. The clarity, regularity and quality of the mires can point to the cornea or the tear film as a cause of reduced vision or other symptoms. In cases where the final acuity is less than expected, a Keratometry reading would be expected as part of the refractive work up. In lieu of keratometry, corneal topography is an acceptable procedure.
- **What is expected:** The measurement should be recorded in the refractive testing area when indicated.
- **Who can collect data:** This may be recorded by a technician or the doctor.
- **How findings documented:** Readings documented in medical record
- **When optional testing is performed:** N/A
- **Quality point value:** 3 points
- **Critical element if box checked:** ☐

Element 11
Biomicroscopy

- **Why important:** Biomicroscopy is useful in diagnosing infections, allergies, inflammations and other disease entities affecting structures in the anterior segment of the eye.
- **What is expected:** Use of the biomicroscope to inspect all anterior segment eye structures including the lids and lashes, tear film, cornea, anterior chamber, angle grade, iris and lens. The documentation must be individualized based on the findings of the examination. Cloned language in Electronic Health Records should be carefully reviewed and revised to be consistent with the rest of the records.
- **Who can collect data:** Doctor
- **How findings documented:** Positive and negative findings are recorded by structure (e.g. cornea, lids, etc.). Using “WNL” or a line through a list of anatomical parts is not adequate documentation.
- **When optional testing is performed:** Findings may indicate the need to perform gonioscopy if narrow anterior chamber angles are suspected as well as retinal examination with a hand-held fundus lens or 4 mirror lens.
- **Quality point value:** 10 points
- **Critical element if box checked:** ☒
Intraocular Pressure

- **Why important:** Intraocular pressure must be measured at each comprehensive eye examination. This is a critical evaluation of eye health. The pressure result in each eye is important as well as its relationship to the fellow eye. The trend over time is significant for each patient.

- **What is expected:** The type of instrument used as well as the time of measurement should be included with the numerical finding.

- **Who can collect data:** Doctor /Technician (subject to applicable laws)

- **How findings documented:** The test may be performed by any of the accepted methods (Goldman Applanation or Tonopen) including digital or finger tension depending on the clinical situation. The numerical value should be charted along with the time of measurement.

- **When optional testing is performed:** Appropriate treatment or additional testing should be done depending on the results and correlation with other clinical findings.

- **Quality point value:** 10 points

- **Critical element if box checked:** ☒

**Element 13
Optic Nerve Head Evaluation**

- **Why important:** The health and status of the optic nerve head is critical to vision and ocular health. The relationship to the fellow eye and any change over time is clinically significant.

- **What is expected:** The optic nerve must be visualized and details recorded at each visit. The details of the evaluation of the Optic nerve should include all aspects of the nerve itself including: - Cup to disc ratio, - disc margin, - disc size, - color, - thickness, - vessel caliber. The exam may be performed with a fundus lens, the direct ophthalmoscope, indirect ophthalmoscope, or photographically. At a minimum a fundus lens should be utilized.

- **Who can collect data:** Doctor

- **When optional testing is performed:** Appropriate treatment or additional testing should be done depending on the results and correlation with other clinical findings.

- **Quality point value:** 10 points

- **Critical element if box checked:** ☒

For additional information, you may refer to the following link: http://eyewiki.aao.org/Examination_of_the_optic_nerve_at_the_slit-lamp_biomicroscope_with_a_handheld_lens).

**Element 14
Dilated Fundus Examination**

- **Why important:** A dilated retinal examination is performed to detect any abnormal findings for baseline documentation. Retinal abnormalities may indicate the presence of local and/or systemic disease and indicate the need for further diagnosis and/or treatment. MARCH® has approved criteria which requires the entire ocular fundus be examined on the initial visit and periodically thereafter depending on each patient’s risk factors, but at least every three (3) years.

- **What is expected:** A thorough inspection of the optic nerve, macula, vascular tree and retinal surface with a fundus lens and biomicroscope, a binocular indirect ophthalmoscope and/or a wide angle retinal camera.

- **Who can collect data:** Doctor

- **How findings documented:** Positive and negative findings are recorded by structure (e.g. optic nerve, macula etc.). Using “WNL”, a line through a list of anatomical parts, or noting clear is not adequate documentation. The name of the dilating drops as well as the time of instillation should be documented. Confirm drops have not expired prior to instilling them.

- **When optional testing is performed:** Suspected lesions, macular abnormalities, retinal holes or tears, etc. may require photographic imaging, ocular coherence tomography, ultra-sound, etc. to determine a diagnosis and treatment plan.

- **Quality point value:** 10 points

- **Critical element if box checked:** ☒
Element 15
Diagnosis

- **Why important:** Following each clinical encounter, the provider must list each relevant diagnosis.
- **What is expected:** These can be a refractive diagnosis such as Myopia, Astigmatism, Emmetropia, Hyperopia, or Presbyopia or medical eye diagnoses such as Cataract, Corneal Dystrophy, Choroidal Nevus or Glaucoma. Pertinent medical diagnoses such as diabetes should also be listed.
- **Who can collect data:** Doctor
- **How findings documented:** The provider should list these at the end of the exam chart. The diagnosis of each eye examination is often forwarded to the Primary Care Provider of part of the MARCH® quality initiative to coordinate care.
- **Quality point value:** 3 points
- **Critical element if box checked:** □

Element 16
Assessment/Management/Treatment Plan

- **Why important:** The review, summation and recommended treatment plan are the “Doctoring” of the eye examination.
- **What is expected:** In this section, the provider should summarize the overall examination, and clarify the points that need to be managed. The treatment/management plan should spell out the steps to be taken to address the chief concerns identified in the clinical findings. In healthy patients, this can be as simple as, “Normal Exam, return in 1 year for re-examination.” For a patient with refractive error, the verbiage can include the diagnosis and be stated as “Myopia, order glasses to be used for distance only, return in 1 year. For patients with pathology, this section should be more specific and address patient education, glasses, contact lenses, low-vision aids, medications prescribed with directions for use, referrals, recommended testing, time frames and follow-up schedules. Other clinicians, reviewers, and any party evaluating this clinical encounter will look to this section to determine the important clinical points of the case and identify the plan of action/recommended follow-up.
- **Who can collect data:** Doctor
- **How findings documented:** The provider should list these at the end of the exam chart.
- **Quality point value:** 3 points
- **Critical element if box checked:** □

Element 17
Legible Records

- **Why important:** Charts must be readable by anyone who looks at them. This is important for review of historical patient data, continuity of patient care, auditing purposes, quality measures and for medico-legal reasons.
- **What is expected:** Records that are easily deciphered, following a consistent examination sequence, that are complete and document all findings, clinical decisions and any continuity of care recommendations. If using electronic medical records, it is important to review any “pre-populated” and/or “cloned” default data for accuracy, attest to the doctor personally reviewing history and medications and review all recorded data to insure it reflects the examination findings and recommendations. A signature is required on all charts.
- **Who can collect data:** Doctor or staff
- **How findings documented:** Examination results are recorded on a “paper” chart or entered into an electronic medical record.
- **When optional testing is performed:** Any additional testing that generates data (e.g. retinal photography, visual fields, etc.) should be printed and included in the patient’s medical record, scanned and attached to the electronic medical record or the location of the information documented within the patient’s chart. For testing that requires it, an “Interpretation and Report” analysis must also be included in the record.
- **Quality point value:** 3 points
- **Critical element if box checked:** □
8.1 Anti-Fraud Plan

Pursuant to Health and Safety Code Section 1348, MARCH®’s anti-fraud plan includes, but is not limited to, the following requirements:

1. The designation of an organization with specific investigative expertise in the management of fraud investigations.
2. Training of personnel and contractors concerning the detection of health care fraud.
4. Procedures for referring suspected fraud to the appropriate government agency.

Designation of an Organization with Specific Investigative Expertise in the Management of Fraud Investigations

MARCH® has designated the law firm of Katten Muchin & Rosenman, LLP (“KMR”) as its fraud investigator. KMR has substantial experience in the management of fraud investigations.

Training of Personnel and Contractors Concerning the Detection of Health Care Fraud

MARCH® recognizes the importance of properly educating and training its personnel and contractors to detect fraud by MARCH®, MARCH®’s providers, and MARCH®’s members. As part of its anti-fraud plan, MARCH® requires its personnel and contractors to receive the following training in the detection of health care fraud:

Training of MARCH® Personnel

All MARCH® personnel will be annually trained in the detection of fraud and all new personnel will be trained in the detection of fraud upon hire.

The training of MARCH® personnel will include a general training session for all MARCH® personnel regarding the most common types of health care fraud that impact managed care organizations and may include specialized training for MARCH® personnel who work in the enrollment, credentialing, claims, and marketing areas regarding the identification and detection of fraud that is likely to specifically impact their jobs. In addition, the Chief Executive Officer shall establish such other training and dissemination of information to all employees concerning the necessity of complying with all applicable laws and regulations and shall keep MARCH® personnel abreast of current trends and issues relating to fraud on an ongoing basis through informational bulletins and discussions.

MARCH® personnel shall sign an Employee Statement of Understanding regarding the anti-fraud plan both at the time of their initial anti-fraud training, and thereafter on a yearly basis. The initial signed Statements of Understanding shall be kept in each employee’s personnel file. The annual attestation is collected through an electronic form and signature once the Compliance Department completes the annual training.

Training of MARCH®’s Participating Providers

All of MARCH®’s participating providers will receive a copy of MARCH®’s anti-fraud plan. They will be required to either adopt and comply with MARCH®’s anti-fraud plan, or to have their own anti-fraud plan/compliance program in place that meets or exceeds the standards of MARCH®’s anti-fraud plan. MARCH® will also issue provider communications from time to time concerning fraud detection and related issues.

Areas of Training

Training includes an overview of health care fraud, a summary of the applicable fraud and abuse laws, training on how to identify potentially fraudulent claims (including indicators of fraud), examples of fraudulent activity that has been uncovered and the procedure for referring suspected fraudulent activity to the Chief Executive Officer.

Training topics will include, but not be limited to, methods of detecting the following types of fraud:

1. Detection of Fraud by the Plan
   a) Marketing - Using marketing techniques that coerce, mislead or confuse potential members and engaging in marketing that discriminates among potential members based on their health status.
b) Underutilized/Quality of Care - Failing to employ or contract with sufficient providers to accommodate all members; failing to provide geographically reachable services to members; and categorically denying payment of claims.

c) Enrollment Fraud - Using unnecessarily complex disenrollment procedures and materials.

d) Licensure/Credentialing - Not adequately credentialing providers; contracting with unlicensed providers.

e) Kickbacks - Accepting kickbacks in order to refer certain members to a particular provider.

2. Detection of Fraud by Providers

a) Marketing - Failing to comply with the applicable licensing board’s advertising guidelines.

b) Kickbacks - Providers paying kickbacks to MARCH® employees in order to be referred members.

c) False Claims - Billing for services that were never performed or were not medically necessary; and waivers of copayments or deductibles.

d) Licensure/Credentialing - Misrepresenting licensure status to MARCH®.

3. Detection of Fraud by Members

a) Enrollment Fraud - Members claiming to be eligible for MARCH® health coverage when they are, in fact, ineligible.

4. Identification of Possible Indicators of Fraud

The training will emphasize that certain circumstances may be indicative of fraudulent activity, and should be reviewed further. Such circumstances include, but are not limited to, the following:

a) Inconsistency between the services billed and the services rendered.

b) A provider’s advertisement of “free” services.

c) An unusually high number of members/member visits in a given time frame.

d) A provider’s lack of supporting documentation for a claim selected for audit.

e) A high-dollar claim for services dated soon after the effective date of coverage or just before the termination of coverage.

Procedures for Managing Incidents of Suspected Fraud

Upon reports or reasonable indications of fraud, the Chief Executive Officer will promptly initiate steps to investigate the conduct in question to determine whether fraudulent activity has occurred. As needed, the fraud investigator will be requested to conduct the investigation. If the Chief Executive Officer and/or fraud investigator determines that fraudulent activity has occurred, the Chief Executive Officer will develop an appropriate response, as described below.

Discovery of Fraudulent Activities

1. Reporting Incidents of Suspected Fraud

All MARCH® personnel are responsible for preventing, detecting and reporting suspected fraud. If an employee detects any suspicious activity, he/she is required to notify the Chief Executive Officer. The person reporting fraud may make himself/herself known by reporting the suspected fraud in person, or may report the suspected fraud anonymously via inter-office mail or U.S. Mail.

The manager of each department will be responsible for the early detection of fraud within his/her department. If fraud is suspected within a department, that department’s manager is required to immediately notify the Chief Executive Officer. Each manager’s performance evaluation will be based in part on his/her efforts to detect fraud.

2. Implementation of a Monitoring and Audit Program

The Chief Executive Officer will implement a monitoring and audit program, as necessary. Through the use of ongoing auditing and monitoring, the Chief Executive Officer will investigate any changes from the baseline audit that may be indicative of fraud. Ongoing auditing and monitoring will enable MARCH® to gather some of the information MARCH® will need to make annual reports to the Department of Managed Health Care as required by Health and Safety Code Section 1348(c).

3. As determined to be necessary by the Chief Executive Officer, the implementation of the monitoring and audit program may involve the following steps:
a) Interviewing personnel involved in enrollment, credentialing, claims, marketing, and related areas to detect potential improper conduct.

b) Reviewing medical and financial records and other source documents that support claims for reimbursement.

c) Reviewing written materials and documentation prepared by the different departments within MARCH®.

Investigate the Incident to Determine Whether there is a Violation of Law/Regulation/MARCH® Policy

The Chief Executive Officer or his/her designee will investigate all credible incidents of suspected fraud that are reported and all credible incidents that are uncovered pursuant to the auditing and monitoring program. The investigation will involve interviews and document review. In the case where employee fraud is suspected, the Chief Executive Officer will determine whether the employee should be removed from his/her duties until the investigation is completed and whether or not immediate steps should be taken to prevent the destruction of documents or other evidence relevant to the investigation. The Chief Executive Officer shall record the progress of the investigation, including the results of interview and document reviews.

Take Appropriate Remedial Measures

If fraudulent activity has occurred, the Chief Executive Officer will consult with the manager of the department in which the fraudulent activity has occurred to determine the appropriate action necessary to correct the matter. The following remedial measures will be taken, as applicable:

1. Deny/Recoup Payment - If the fraudulent activity involves payment to a provider or to a member, the payment will be denied if not yet made, and will be recouped if already made.

2. Terminate Contract/Discipline Employee Appropriately - If appropriate, contracts with providers will be terminated, and employees will be disciplined. Corrective action will be based upon the individual circumstances and the severity of the incident. All personnel will be disciplined similarly, regardless of their position within MARCH®.

3. File Appropriate Reports - If fraudulent behavior constitutes a reportable offense, a report will be made to the appropriate entity. Examples include reports required by California Business & Professions Code Section 805, and reports required by the National Practitioner Data Bank.


5. Take Further Remedial Measures - In order to decrease the possibility that fraud will reoccur, the Chief Executive Officer will educate MARCH® personnel and participating providers regarding how to avoid the recurrence of any fraudulent activities that are discovered. In addition, the Chief Executive Officer will undertake additional investigations or other actions if it appears there may be a continuing pattern of fraud.

Procedures for Referring Suspected Fraud to the Appropriate Government Agency

MARCH® is committed to aggressively investigate suspected fraud and is committed to referring fraud for prosecution as appropriate. At least annually, MARCH® shall submit a report to the Department of Managed Health Care regarding MARCH®’s adherence to its anti-fraud plan generally and the results of investigations conducted by MARCH® regarding suspected fraud.

The Chief Executive Officer will discuss the findings of fraud investigations with legal counsel to determine whether or not a violation of federal or state law or health care program requirements has occurred, whether or not the conduct should be disclosed to a governmental agency, and, if so, to which agency. Such disclosure will observe the following guidelines:

1. Providers that are found to be in violation of state licensing requirements will be reported to the appropriate state licensing board.

2. Plan employees, providers or members who are found to be in violation of other state laws will be reported to the District Attorney’s Office.

3. Providers that are found to be in violation of a federal, criminal, civil or administrative law related to a federal health care program will be reported to the Office of Inspector General, Department of Justice or the Centers for Medicare and Medicaid Services, as appropriate.

4. Plan employees, providers or members who are found to be in violation of other federal laws will be reported to the Department of Justice/U.S. Attorney’s Office.
Anti-Fraud Plan Oversight

MARCH®’s Board of Directors is responsible for overseeing MARCH®’s anti-fraud plan. The Chief Executive Officer is responsible for implementing MARCH®’s anti-fraud plan and will make quarterly reports to Board of Directors regarding anti-fraud activities to enable the Board of Directors to monitor the anti-fraud plan and recommend any necessary changes.
9.1 Credentialing and Re-Credentialing

All potential providers are required to submit their CAQH number for credentialing.

CAQH ProView

MARCH® accepts CAQH numbers for the purpose of credentialing which will expedite the credentialing process as well as decrease the amount of paperwork for you and your staff. To expedite credentialing, please provide us with your CAQH number as soon as possible. CAQH ProView does not accept paper applications. To further avoid delays in processing, please be sure to give MARCH® permission on the CAQH ProView site to access the provider’s record.

Please ensure the following documents are up-to-date:

- Completed W-9 form.
- State license.
- Current malpractice face sheet showing expiration dates, limits and provider’s name.
- Curricula vita/resume to include work history if application does not cover last five (5) years.
- Board certificate (if applicable).
- CDS, CSR certificate, and/or DEA certificate (if applicable).

Credentialing Process

Upon receipt of the CAQH number, credentialing information is reviewed by the Credentialing Coordinator for completeness. All data, licenses and certificates are electronically confirmed by the applicable regulatory agencies, and any provider not in good standing with his/her respective regulatory agency is pended. The confirmed CAQH number is forwarded to the Professional Review Committee Chairperson for review and consideration. If consideration is favorable, the provider is approved. If the consideration is not favorable, the information is sent back to the Credentialing Coordinator with recommendations for further review.

Re-Credentialing Process

All providers are re-credentialed every three (3) years. The Provider Services Agreement stipulates automatic yearly renewal. The provider must forward to MARCH® on an annual basis a current photocopy of his or her yearly state license renewal and malpractice insurance. Failure to provide updated information may affect claims payments. Membership in good standing is re-confirmed.

Health Plan Credentialing Process

Health plans may perform Primary Source Verification on their own or in parallel. In order to comply with any state and/or health plan specific policies, you may be required to provide all pertinent credentialing documents on more than one occasion.

9.2 National Provider Identifier

The National Provider Identifier ("NPI") is a Health Insurance Portability and Accountability Act ("HIPAA") Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. Covered health care providers, all health plans and health care clearinghouses must use NPIs in the administrative and financial transactions adopted under HIPPA.

In accordance with 45 CFR § 162.410, MARCH® shall require each provider rendering services to members to have a National Provider Identifier.

9.3 Disclosure of Criminal Conviction, Ownership and Control Interest

In accordance with 42 CFR, Part 455, Subpart B and as required by CMS, individual physicians and other healthcare professionals must disclose criminal convictions, while facilities and businesses must additionally disclose ownership and control interest, prior to payment for any services rendered to Medicare or Medicaid enrollees.

Prior to participation, all potential providers must accurately complete and sign the Disclosure of Ownership and Control Interest Statement Form. The MARCH® Disclosure form is available as Exhibit V of this Provider Reference Guide. This MARCH® form can be used for all states except Florida, New Mexico, and South Carolina. Please visit Provider Resources, then Forms, on our website at www.marchvisioncare.com for the appropriate form to use for these states.
The Disclosure of Ownership and Control Interest Statement is to be submitted with the provider’s initial credentialing and recredentialing application (every three (3) years), or at initial and renewal of a contract or agreement and any time there is a revision to the information. This form must also be provided within thirty-five (35) days of a request for this information. If a provider or health care professional is a member of a group practice, both the individual member and group practice must submit a signed Statement attesting to the requirements under these regulations.

In order to comply with these Federal Regulations MARCH® Vision Care has suspended payments to providers who have failed to comply and have not submitted a valid and completed disclosure form to MARCH® Vision Care. Providers who have not returned a completed disclosure form will receive a claim denial with an explanation code “REJDSAN - DISCLOSURE FORM ON FILE IS INCOMPLETE OR EXPIRED. COMPLETE DISCLOSURE FORM REQUIRED FOR PAYMENT. DO NOT BILL MEMBER.”

The Centers for Medicare & Medicaid Services (CMS) requires all providers to verify the accuracy of their information included in the health plan’s provider directory on a quarterly basis. MARCH® encourages our providers to verify their demographic information through our provider web portal, eyeSynergy®. When logging into your eyeSynergy® account, you will see a banner on the top of your screen regarding your demographic information. You will click on that banner to be redirected to the demographic verification page where you can quickly verify your information and submit the form electronically. The online verification option is only available to registered and active eyeSynergy® users.
10.1 Senate Bill 853 – Language Assistance Program (LAP)

This section is applicable only to commercial members in the state of California.

Senate Bill 853 requires California health plans to set up a system whereby services, materials, and information are provided to members in a language they speak and understand. Pursuant to Section 1300.67.04, Title 28, California Code of Regulations and Section 1367.04 of the Knox-Keene Act, the Department of Managed Health Care (“DMHC”) has set forth regulations establishing the requirements of a Language Assistance Program (“LAP”) for members with Limited English Proficiency (“LEP”). A LEP individual is a person “who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.”

To comply with this regulation, MARCH® has established standards in the following four areas:

- **Member Assessment** - MARCH® maintains a demographic profile and surveys the linguistic needs of its individual members.
- **Language Assistance Services** - MARCH® informs members, participating providers, and staff of the availability of these services and ensures the quality of these services.
- **Staff Training** - MARCH® identifies and adequately trains all staff and educates participating providers who have routine contact with members.
- **Compliance Monitoring** - MARCH® has an ongoing program to monitor the compliance and effectiveness of the LAP.

This section details the standards MARCH® has implemented in compliance with Senate Bill 853 regulation. Under this law, participating providers are required to cooperate and comply with MARCH®’s language assistance services by facilitating a LEP member’s access to MARCH®’s language assistance services. MARCH® provides these services at no cost to the member.

Health care providers are responsible for ensuring that patients have a full understanding of their diagnosis and treatment guidelines, regardless of their preferred language. To ensure that all limited English proficient members receive appropriate access to vision care, all providers are expected to comply with federal and state requirements regarding cultural and linguistic services. It is not permissible to turn a member away, to limit the member’s participation or access to services because of language barriers; to subject a member to unreasonable delays due to language barriers; or to provide services to LEP members that are lower in quality than those offered in English.

### Interpretation for the Language Assistance Program

Language Assistance Program interpretive services have not been delegated to its providers. The provider directory, which lists fluent languages spoken by providers, is self-reported and is not intended to satisfy California regulatory requirements. MARCH® has not independently confirmed this information. Even if you speak a member’s requested language fluently, an interpreter must be offered. If the member declines an interpreter, you must document this in the medical record. If you have any questions or to obtain the services of an interpreter for members, please contact Customer Service at the appropriate state-specific phone number (see Section 1.2).

### Access to Interpreters

MARCH® provides interpreting services which include telephonic and face-to-face interpreting, as well as American Sign Language (ASL) and TTD/TTY assistance for the hearing-impaired, at no cost to the commercial member or the participating provider. When a provider office identifies a member as being LEP and the member is present in the office, telephone interpretation should be used immediately to avoid any delay in services. MARCH® discourages the use of friends and family members as interpreters. Minors may not be used as interpreters except in emergency situations.

### Telephonic Interpreting Services

Providers may request interpreters for commercial members whose primary language is not English by contacting our Customer Service Department at the appropriate state-specific phone number (see Section 1.2). A Customer Service Representative will request the following information:

- **Member Information:**
  - Member name and identification number.
  - Language requested.
Provider information:

- Provider name and telephone number.
- Office address.

Face-to-Face and American Sign Language Interpreting Services

Face-to-face and American Sign Language services are recommended to explain complex medical consultation or education (i.e. medical diagnosis, treatment options, etc.) to a LEP or hearing-impaired member. Members and providers may request face-to-face interpreters to assist LEP members at no cost to the member or the provider. These services will need to be scheduled at least ten (10) business days in advance of the appointment date to ensure coordination between all involved parties, although we will do our best to accommodate more urgent requests. To schedule these services, please contact our Customer Service Department at the appropriate state-specific phone number (see Section 1.2). A Customer Service Representative will request the information outlined above for telephonic requests, in addition to the following:

Provider information:

- Location of appointment.
- Appointment date and time.
- Special instructions (member’s disabilities, facility access, etc.).

Please immediately contact our Customer Service Department if the appointment is cancelled or rescheduled.

Medical Record Documentation for LAP

For all LEP members, it is best practice to document the member’s preferred language in paper and/or electronic medical records in the manner that best fits your practice flow. In addition, when possible, provider should attempt to collect and document member’s race, ethnicity, and preferred written language in member’s medical record.

California law requires that health plans and insurers offer free interpreter services to both LEP members and health care providers and ensure that the interpreters are professionally trained and versed in medical terminology and health care benefits.

If a member refuses or declines interpretive services, as a participating provider with MARCH®, you should document the refusal/declination of services in the medical record. This documentation not only protects you and your practice, it also ensures consistency when your medical records are monitored through site reviews or audits by MARCH® to ensure adequacy of our Language Assistance Program.

Documentation of Provider/Staff Language Capabilities

While the Language Assistance Program interpretive services have not been delegated to its providers, the provider directory lists fluent languages spoken by providers. This information is self-reported and is not intended to satisfy California regulatory requirements as MARCH® has not independently confirmed this information. To provide members with information regarding the language capabilities of vision care providers and/or their staff, MARCH® requires all participating providers to complete and sign the Language Capability Verification Form, Exhibit E. This form is also available on our website at www.marchvisioncare.com. This information should be updated on a quarterly basis, whenever there is a change in the language capabilities of your office. The information you provide will be used to update MARCH®’s provider database, which is used to generate our provider directories and to provide members with online and automated information to assist them in identifying provider offices that may meet their language needs.

Translation of Written Material

Written informational material such as applications, consent forms, denial notices and explanation of payments will be translated into threshold languages, as requested, at no cost to the member. Please inform members that they may request such translated material by calling MARCH® at the appropriate state-specific phone number (see Section 1.2). Non standard, written translations will be provided to members within twenty-one (21) days from the request.

Notices from the Department of Managed Health Care

Informational notices explaining how members may contact MARCH®, file a complaint with MARCH®, obtain assistance from the Department of Managed Health Care, or seek an independent medical review are available in non-English languages.
through the department’s website. The notice and translations can be obtained online at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov) for downloading and printing. In addition, written requests for hard copies may be sent to:

Department of Managed Health Care  
Attention: HMO Help Notices  
980 9th Street, Suite 300  
Sacramento, CA  95814

We hope you find the Department of Managed Health Care’s website helpful, but please keep in mind that MARCH® does not control or endorse the information presented on that website, nor does that site endorse the information found on [www.marchvisioncare.com](http://www.marchvisioncare.com).

Additional Language Assistance Program Information for Providers

<table>
<thead>
<tr>
<th>Exhibit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>Language Capability Verification Form</td>
</tr>
<tr>
<td>F</td>
<td>Language Assistance Program – Provider Summary Sheet</td>
</tr>
<tr>
<td>G</td>
<td>Language Assistance Program – Translator and Interpreter Proficiency Standards</td>
</tr>
<tr>
<td>H</td>
<td>Tips for Working with Limited English Proficient (LEP) Members</td>
</tr>
<tr>
<td>I</td>
<td>Tips for Working with Interpreters</td>
</tr>
<tr>
<td>J</td>
<td>Tips for Documenting Interpretive Services for Limited English Proficient (LEP) Members: Notating the Provision or The Refusal of Interpretive Services</td>
</tr>
<tr>
<td>K</td>
<td>Language ID Poster</td>
</tr>
<tr>
<td>L</td>
<td>Provider Tools to Care for Diverse Populations</td>
</tr>
</tbody>
</table>
11.1 Cultural Competency

MARCH® shall ensure that all health plan members receive equitable and effective treatment in a culturally and linguistically appropriate manner. As a health care provider, MARCH® expects you to be culturally sensitive to the diverse population you serve by effectively and appropriately providing services to people of all races, cultures, religions, ethnic backgrounds, education, and medical status in a manner that recognizes values, affirms and respects the worth of each individual member, and protects and preserves the dignity of each.

What is cultural competency?

Culture refers to integrated patterns of human behavior that include the language, thoughts, actions, customs, beliefs, values, and institutions that unite a group of people. It impacts the care given to members because it describes:

- Concepts of health, healing
- How illness, disease, and their causes are perceived
- The behaviors of patients who are seeking health care
- Attitudes toward health care providers

It also defines health care expectations such as:

- Who provides treatment
- What is considered a health problem
- What type of treatment
- Where care is sought
- How symptoms are expressed
- How rights and protections are understood

And why is it important?

Cultural competency is one the main ingredients in closing the disparities gap in health care. It’s the way patients and doctors can come together and talk about health concerns without cultural differences hindering the conversation, but enhancing it. Quite simply, health care services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients can help bring about positive health outcomes.

There are many cultural influences that impact the office visit. Some cultural preferences to remember include:

- Do members feel their privacy is respected?
- Are they the health care decision maker?
- Does their belief in botanical treatments and healers contradict standard medical practices and does it impact their decisions?
- What type of language skills and preferences do they use in their interactions?

Because health care is a cultural construct based in beliefs about the nature of disease and the human body, cultural issues are actually central in the delivery of health services.

Culture impacts every health care encounter. By understanding these influences and by communicating clearly at each visit you fulfill the opportunity to build rapport, help improve adherence and safety.
12.1 Secure Transmission of Protected Health Information (PHI)

To ensure that all communications (email, phone, or fax) containing Protected Health Information (PHI) (i.e. member number, name, address, etc.) from provider organizations meet HIPAA privacy guidelines, we are asking providers to follow the recommended guiding principles when exchanging PHI with MARCH® Vision Care.

- First, please determine if it is business necessary to exchange PHI with MARCH®, the MARCH® recipient of PHI is appropriate, and include only the “minimum necessary” information.

- If you have a business need to exchange PHI with MARCH® personnel via email, please check with your IT personnel to make sure they have a secure transmission setup with MARCH® email systems. For more details, follow steps described in Exhibit T: “Sending a Secure Email to MARCH® Vision Care for PHI related data” to ensure that HIPAA guidelines are being met and PHI is secured. This will prevent MARCH® from receiving unencrypted or unsecured emails with PHI.

- While sending PHI securely via encrypted emails, please be aware that the HIPAA Privacy Rule still requires that PHI only be shared with those who are permitted to have the information and share only the minimum amount of PHI necessary to accomplish the business purpose.

- Please be aware that when contacting MARCH® by phone, email, or fax that we are required to confirm your name, associated provider/physician organization, and contact information before exchanging or confirming PHI.

- If you receive PHI or Personally Identifiable Information (“PII”) directed to, or meant for, another provider or someone other than you, you agree to promptly destroy all such PHI or PII and not further use or disclose it. In addition, if such an event occurs, you agree to cooperate with any remediation efforts undertaken by MARCH®.

Thank you in advance for following these recommended steps as we improve our business processes.
Exhibits

Exhibit A  Non-Covered Service Fee Acceptance Form
Exhibit B  Provider Dispute Resolution Request Form
Exhibit C  Prison Industry Authority (PIA) Optical Lab Information
Exhibit D  MARCH® Lab Order Form
Exhibit E  Language Capability Verification Form
Exhibit F  Language Assistance Program: Provider Summary Sheet
Exhibit G  Language Assistance Program - Translator and Interpreter Proficiency Standards
Exhibit H  Tips for Working with Limited English Proficient Members
Exhibit I  Tips for Working with Interpreters
Exhibit J  Tips for Documenting Interpretive Services for Limited English Proficient Members - Notating the Provision or the Refusal of Interpretive Services
Exhibit K  Language ID Poster
Exhibit L  Provider Tools to Care for Diverse Populations
Exhibit M  Member Grievance Form for California Members Only (English and Spanish)
Exhibit N  Potential Quality Issue Severity Levels
Exhibit O  Potential Quality Issue Referral Form
Exhibit P  Clinical Practice Guidelines
Exhibit Q  MARCH® Contact Lens Order Form
Exhibit R  MARCH® Wholesale / Retail Fee Schedule
Exhibit S  Health Care Provider Application to Appeal a Claims Determination (HCAPAA)
Exhibit T  Sending a Secure E-mail to MARCH® Vision Care for PHI Related Data
Exhibit U  Examination Record Template
Exhibit V  Disclosure of Ownership and Control Interest Statement
Non-Covered Service Fee Acceptance Form

I ____________________________, a member of ____________________________ wish to obtain and pay for ____________________________, a service which is not covered as a covered benefit under the Medicaid/Medicare Program under which I have coverage.

Dr. ____________________________ has explained to me that I will be solely responsible for the cost of ____________________________, which is $____________. I agree to accept responsibility for payment of $____________. I understand that I am not obligated to pay for the above service if it is later found that the service was covered under the Medicaid/Medicare Program under which I have coverage at the time it was provided, even if Medicaid/Medicare did not pay Dr. ____________________________ for the service because he or she did not satisfy Medicaid/Medicare billing requirements.

I acknowledge that I have been given a copy of this agreement.

Member’s Signature

Printed Name

Date
Formulario de aceptación del cargo por servicios no cubiertos

Yo ______________________, miembro de ______________________, deseo obtener y pagar el costo de ________________, un servicio que no tiene cobertura como beneficio cubierto en el programa de Medicaid/Medicare bajo el cual tengo cobertura.

El/la Dr(a). ______________________ me explicó que yo seré el único responsable del costo total de ________________, que es $ ________________. Acepto responsabilizarme del pago de $ ____________. Entiendo que no tengo la obligación de pagar por el servicio indicado arriba si posteriormente se determina que cuando se me brindó el servicio sí tenía cobertura en el programa de Medicaid/Medicare bajo el cual tengo cobertura, aunque Medicaid/Medicare no le haya pagado al/a la Dr(a). ________________ ________________ el servicio porque él o ella no cumplió con los requisitos de facturación de Medicaid/Medicare.

Confirmo que recibí una copia de este acuerdo.

______________________________
Firma del miembro

______________________________
Nombre en letra de imprenta

______________________________
Fecha
Provider Dispute Resolution Request Form

Instructions:

- Please complete the form below. Fields with an asterisk (*) are required.
- Be specific when completing DESCRIPTION OF DISPUTE and EXPECTED OUTCOME.
- Provide additional information to support the description of the dispute. Do not include a copy of a claim that was previously processed.
- Mail the completed form to: MARCH Vision Care, 6701 Center Drive West, Suite 790, Los Angeles, CA 90045
- This form does not apply to the State of New Jersey

<table>
<thead>
<tr>
<th>Provider Name*:</th>
<th>Provider Tax ID#/Medicare ID #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Address:</td>
<td></td>
</tr>
</tbody>
</table>

Provider Type:  
- MD
- Mental Health Professional
- Mental Health Institutional
- Hospital
- ASC
- SNF
- DME
- Rehab
- Home Health
- Ambulance
- Other (please specify):

Claim Information:  
- Single
- Multiple "Like" Claims (Complete attached spreadsheet)

<table>
<thead>
<tr>
<th>Number of claims:</th>
<th>Patient Name*:</th>
<th>Date of Birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Health Plan ID Number*:</td>
<td>Patient Account Number:</td>
</tr>
<tr>
<td></td>
<td>Service “From/To” Date*: (Required for Claim, Billing, and Reimbursement Of Overpayment Disputes)</td>
<td>Original Claim ID Number: (If multiple claims, use attached spreadsheet)</td>
</tr>
<tr>
<td></td>
<td>Original Claim Amount Billed:</td>
<td>Original Claim Amount Paid:</td>
</tr>
</tbody>
</table>
|                   | Dispute Type:  
- Claim
- Appeal of Medical Necessity / Utilization Management Decision
- Disputing Request for Reimbursement of Overpayment |
|                   | Expected Outcome: |

Contact Name (Please Print)  
Title  
Phone Number

Signature  
Date  
Fax Number

[ ] Check here if additional information is attached. Please do not staple.

For MARCH use only.

Tracking Number:  
Provider ID:

Contracted:  
Non-Contracted:
Provider Dispute Resolution Request Form
(For use with multiple “like” claims)

<table>
<thead>
<tr>
<th>Number</th>
<th>Last Name</th>
<th>First</th>
<th>Date of Birth</th>
<th>Health Plan ID</th>
<th>Original Claim ID Number</th>
<th>Service From/To Date</th>
<th>Original Claim Amount Billed</th>
<th>Original Claim Amount Paid</th>
<th>Expected Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page ____ of ____

[ ] Check here if additional information is attached. Please do not staple.
<table>
<thead>
<tr>
<th>Lab</th>
<th>Contact Information</th>
<th>County Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valley State Prison for Women Prison Industry Authority Optical Laboratory</td>
<td>CCWF/VSPW 23370 Road 22 Chowchilla, CA 93610-4329 Phone (800) 377-8953 Fax (559) 665-5147</td>
<td>Calaveras = 5 Fresno = 10 Imperial = 13 Inyo = 14 Kern = 15 Kings = 16 Los Angeles = 19 Madera = 20 Mariposa = 22 Merced = 24 Mono = 26 Monterey = 27 Orange = 30 San Benito = 35 San Diego = 37 San Joaquin = 39 Stanislaus = 50 Tulare = 54 Tuolumne = 55 Ventura = 56</td>
</tr>
<tr>
<td>California State Prison – Solano Prison Industry Authority Optical Laboratory</td>
<td>2100 Peabody Road Vacaville, CA 95687-6615 Phone (800) 700-9861 Fax (707) 454-3214</td>
<td>Alameda = 1 Alpine = 2 Amador = 3 Butte = 4 Colusa = 6 Contra Costa = 7 Del Norte = 8 El Dorado = 9 Glenn = 11 Humboldt =12 Lake = 17 Lassen = 18 Marin = 21 Mendocino = 23 Modoc = 25 Napa = 28 Nevada = 29 Placer = 31 Plumas = 32 Riverside = 33 Sacramento = 34 San Bernardino = 36 San Francisco = 38 Santa Clara = 43 Santa Cruz = 44 Shasta = 45 Sierra = 46 Siskiyou = 47 Solano = 48 Sonoma = 49 Sutter = 51 Tehama = 52 Trinity = 53 Yolo = 57 Yuba = 58</td>
</tr>
</tbody>
</table>
MARCH Lab Order Form Instructions

Lab order forms may be submitted online through eyeSynergy®.

- Complete the Lab Order Form on the following page. Please print clearly.
- Use of this Lab Order Form for non-plan members is prohibited.

IMPORTANT: If you choose not to submit lab orders through eyeSynergy®, you must fax your order to our Customer Service Center at (855) 640-6737.

If you need to contact one of our contracted labs, please refer to the table below to determine the appropriate lab assigned to your state:

<table>
<thead>
<tr>
<th>State(s)</th>
<th>Contact Information</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pennsylvania</td>
<td>Hoya Knoxville</td>
<td>1529 Western Avenue</td>
</tr>
<tr>
<td>South Carolina</td>
<td></td>
<td>Knoxville, TN 37921</td>
</tr>
<tr>
<td>Michigan</td>
<td></td>
<td>Phone (800) 227-5697</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MARCH® Vision Care fax: (855) 640-6737</td>
</tr>
<tr>
<td>Ohio</td>
<td>Hoya Columbus</td>
<td>2156 Southwest Blvd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Grove City, OH 43123</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone (866) 492-6499</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MARCH® Vision Care fax: (855) 640-6737</td>
</tr>
<tr>
<td>Missouri</td>
<td>Select Optical</td>
<td>6510 Huntley Road</td>
</tr>
<tr>
<td>New Mexico</td>
<td></td>
<td>Columbus, OH 43229</td>
</tr>
<tr>
<td>Utah</td>
<td></td>
<td>Phone (800) 282-6960</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MARCH® Vision Care fax: (855) 640-6737</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Classic Optical Laboratories, Inc.</td>
<td>3710 Belmont Avenue</td>
</tr>
<tr>
<td>Illinois</td>
<td></td>
<td>Youngstown, OH 44505</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone (888) 522-2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MARCH® Vision Care fax: (855) 640-6737</td>
</tr>
<tr>
<td>Delaware</td>
<td>Spectera Vision Lab</td>
<td>2111 Van Deman St.</td>
</tr>
<tr>
<td>Maryland</td>
<td></td>
<td>Baltimore, MD 21224</td>
</tr>
<tr>
<td>New Jersey</td>
<td></td>
<td>Phone (800) 638-9382</td>
</tr>
<tr>
<td>New York</td>
<td></td>
<td>MARCH® Vision Care fax: (855) 640-6737</td>
</tr>
<tr>
<td>Virginia</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MARCH Lab Order Form

MEMBER INFORMATION

Member’s name: ___________________________ Today’s date: ___________________________
Member’s ID number: ______________________ Date of eye exam (if known): ________________

PROVIDER INFORMATION

TIN: ___________________________ Phone Number: ___________________________
Provider name: ______________________ Address: ________________________________

Material to Order Check all that apply.

Frame Only  □ Right Lens  □ Left Lens  □ Uncut Lenses  □ Is this a replacement?  □ Yes  □ No

<table>
<thead>
<tr>
<th></th>
<th>Sphere</th>
<th>Cylinder</th>
<th>Axis</th>
<th>Prism In / Out</th>
<th>Prism Up/ Down</th>
<th>Add Power</th>
<th>Seg Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Distant PD</th>
<th>Near PD</th>
<th>Requested Base Curve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Materials: □ Plastic  □ Glass  □ Polycarbonate  □ Trivex
 □ Hi-Index 1.60  □ Hi-Index 1.67  □ Photochromic: Grey or Brown  □ Edge Polish
 □ SV  □ FT28  □ FT35  □ FT45  □ PAL Standard  □ PAL Standard Short  □ PAL Premium  □ PAL Premium Short
 □ Round 22 or 24  □ Slab Off

Segment Style
 □ PAL Standard  □ PAL Standard Short  □ PAL Premium  □ PAL Premium Short
 □ Trifocal 7x28  □ Trifocal 8x35

Coating Options:
 □ Solid  □ Gradient  □ Double Gradient  □ Mirror Coating  □ Scratch Coating  □ UV
 □ AR Standard  □ AR Premium
 □ Mirror Type: ___________________________
 □ Color: ________________%  or  Density #1  #2  #3

Frame Selection:
 □ Patient Supplied Frame/Non-Formulary Frame  □ Rimless Drill 2 Hole  □ Rimless Drill 4 Hole
(Please include copy of order form with shipment of PSF/NFF. Please ship frame to lab within 48 hours of submitting order to MARCH).

Frame Manufacturer: ___________________________ Lens Size: __________  Bridge Size: __________
Frame Model: ___________________________ B Measurement: __________  ED Measurement: __________
Frame Color: ___________________________ Temple Size: __________  Edge Type: ___________________________

Other Instructions/Special Notes

I certify that the prescription information supplied above is medically indicated and necessary to the health of this patient and was personally furnished by me or my employee under my personal direction. This is to certify that the foregoing information is true, accurate and complete. I understand that payment and satisfaction of this order will be from Federal and State funds, and that any false claims, statements, or documents or concealment of a material fact may be prosecuted under applicable Federal and State laws.

Provider Signature: ___________________________
Language Capability Verification Form

⚠️ This form is applicable to California providers only.

Please complete the form on the following page to attest that you and/or your office staff are bilingual and fluent in languages other than English. This information will be used for Provider Directories and is not intended to satisfy California Language assistance Program regulatory requirements. Please contact MARCH at (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time should you have any questions.
Language Capability Verification Form

Dear Participating Provider,

To ensure that members will have accurate information regarding provider and office staff language capabilities, please complete this form and fax it to (877) 627-2488. Please make sure to sign this document. This document will not be valid without a signature. Language information will be printed in a provider directory.

Provider name: ____________________________
State license number: _________________________
Primary specialty: ____________________________
Clinic name: _________________________________
Office address: ________________________________
Phone number: ________________________________
Fax number: _________________________________

Language(s) fluently spoken by provider:    English,

Languages fluently spoken by office staff:    English,

I certify that the information in this document and any attached documents is true and correct.

Provider/Staff Signature

Print Name

Date

Thank you for your response!
This form is applicable to California providers only.

Please complete the form on the following page to attest that you and/or your office staff are bilingual and fluent in languages other than English. This information will be used for Provider Directories and is not intended to satisfy California Language assistance Program regulatory requirements. Please contact MARCH at (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time should you have any questions.

<table>
<thead>
<tr>
<th>Health Plan Name</th>
<th>MARCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold Language</td>
<td>English</td>
</tr>
<tr>
<td>Contact for Oral Interpreter Services</td>
<td>MARCH Customer Service (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time.</td>
</tr>
<tr>
<td>Contact for Written Translation of Documents:</td>
<td>MARCH Customer Service (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time.</td>
</tr>
</tbody>
</table>
| Plan Contact for Provider Relations Department: | • MARCH Provider Relations (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time.  
  • Email providerrelations@marchvisioncare.com. |
| Additional Resources: | MARCH Website:  
  • MARCH provides Language Assistance Program information and resources on the Doctors and Office Staff page of our website at www.marchvisioncare.com.  
  • Additional detailed educational information on cultural competency and sensitivity can be found on the Doctors and Office Staff page of our website at www.marchvisioncare.com. See “Provider Tools to Care for Diverse Populations”. |
  
  Department of Managed Health Care Website  
  • www.hmohelp.ca.gov. |
Language Assistance Program - Translator and Interpreter Proficiency Standards

In accordance with the requirements of California Health and Safety Code Section 1367.04 and Title 28 California Code of Regulations, Section 1300.67.04, MARCH’s Language Assistance Program Translator and Interpreter Proficiency Standards require documentation of all of the following elements:

1. Translators and/or interpreters must have a documented and demonstrated proficiency in English and the other language.

   Acceptable evidence to meet standard: Documentation of an oral interview (for interpreters) and/or a reading skills assessment (for translators) testing the translator’s/interpreter’s basic language skills in English and the other language. The interview should test the interpreter’s basic knowledge of grammar, vocabulary and syntax and English and non-English comprehension and pronunciation to show that the translator/interpreter can accurately speak and understand the two languages being translated/interpreted.

2. Translators and/or interpreters must have a fundamental knowledge in both languages of health care terms and the concepts relevant to health care delivery systems.

   Acceptable evidence to meet standard: Documentation of an oral interview (for interpreters) and/or a reading skills assessment (for translators) testing the translator’s/interpreter’s familiarity and skills in health care terminology and concepts such as anatomy, symptoms, illnesses, procedures and tests, equipment, treatment, specialists, hospital departments, medications, etc., and translation of simple instructions commonly encountered in the health care industry such as application forms, notices, surveys, brochures, invoices, bills, discharge instructions, appointment cards, medication labels, etc.

3. Translators and/or interpreters must have had education and training in interpreting ethics, conduct (including consideration of cultural sensitivity) and confidentiality.

   Acceptable evidence to meet standard: Documentation that interpreters have been educated and trained via a certification program such as California Healthcare Interpreters Association (CHIA) or the National Council on Interpreting in Healthcare (NCIHC) or via written and/or oral scenarios, ethical case studies and decision-making skills and presentation of scenarios that ask candidates to respond to scenarios describing examples of cultural barriers or misunderstandings commonly encountered in the health care setting. Components of ethical principles should include information on confidentiality, accuracy and completeness, impartiality, respect and professionalism, conveying cultural information and acceptance of assignments.
Tips for Working with Limited English Proficient ("LEP") Members

- California law requires that health plans and insurers offer free interpreter services to both LEP members and health care providers and also ensure that the interpreters are professionally trained and are versed in medical terminology and health care benefits.

- Who is a LEP member?
  Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English, may be considered LEP.

- How to indentify a LEP member over the phone.
  - Member is quiet or does not respond to questions
  - Member simply says yes or no, or gives inappropriate or inconsistent answers to your questions
  - Member may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate
  - Member self identifies as LEP by requesting language assistance.

- Tips for working with LEP members and how to offer interpreter services.
  - Member does not speak English and you are unable to discern the language.
    - Connect with contracted telephonic interpretation vendor to identify language needed.

  - Member speaks some English.
    - Speak slowly and clearly. Do not speak loudly or shout. Use simple words and short sentences.
    - How to offer interpreter services.
      "I think I am having trouble with explaining this to you, and I really want to make sure you understand. Would you mind if we connected with an interpreter to help us? Which language do you speak?"
      OR
      "May I put you on hold? I am going to connect us with an interpreter." (In the event you are having difficulty communicating with a member, using this statement is a good transition to initiating interpreter assistance.)

- Best practice to capture language preference.
  - For LEP members it is best practice to capture the members preferred language and record it in the plans' member data system.
    "In order for me (or Health Plan) to be able to communicate most effectively with you, may I ask what your preferred spoken and written language is?"

This universal symbol for interpretive services is from Hablamos Juntos, a Robert Wood Johnson funded project found at: http://www.hablamosjuntos.org/signage/symbols/default.using_symbols.asp#bpw
Tips for Working with Interpreters

Telephonic Interpreters

- Tell the interpreter the purpose of your call. Describe the type of information you are planning to convey. *
- Enunciate your words and try to avoid contractions, which can be easily misunderstood as the opposite of your meaning, i.e., “can’t - cannot.” *
- Speak in short sentences, expressing one idea at a time.*
- Speak slower than your normal speed of talking, pausing after each phrase.*
- Avoid the use of double negatives, i.e., “If you don’t appear in person, you won’t get your benefits.” * Instead, “You must come in person in order to get your benefits.”
- Speak in the first person. Avoid the “he said/she said.” *
- Avoid using colloquialisms and acronyms, i.e., “MFIP.” If you must do so, please explain their meaning.*
- Provide brief explanations of technical terms, or terms of art, i.e., “Spend-down” means the client must use up some of his/her monies or assets in order to be eligible for services.*
- Pause occasionally to ask the interpreter if he/she understands the information that you are providing, or if you need to slow down or speed up in your speech patterns. If the interpreter is confused, so is the client. *
- Ask the interpreter if, in his/her opinion, the client seems to have grasped the information that you are conveying. You may have to repeat or clarify certain information by saying it in a different way. *
- ABOVE ALL, BE PATIENT with the interpreter, the client and yourself! Thank the interpreter for performing a difficult and valuable service. *
- The interpreter will wait for you to initiate the closing of the call and will be the last to disconnect from the call.

When working with an interpreter over a speakerphone or with dual head/handsets, many of the principles of on-site interpreting apply. The only additional thing to remember is that the interpreter is “blind” to the visual cues in the room. The following will help the interpreter do a better job. **

- When the interpreter comes onto the line let the interpreter know the following: **
  - Who you are.
  - Who else is in the room.
  - What sort of office practice this is.
  - What sort of appointment this is.
  For example, “Hello interpreter, this is Dr. Jameson. I have Mrs. Dominguez and her adult daughter here for Mrs. Dominguez’ annual exam.” **
- Give the interpreter the opportunity to introduce himself or herself quickly to the member. **
- If you point to a chart, a drawing, a body part or a piece of equipment, describe what you are pointing to as you do it. **

On-Site Interpreters

- Hold a brief meeting with the interpreter beforehand to clarify any items or issues that require special attention, such as translation of complex treatment scenarios, technical terms, acronyms, seating arrangements, lighting or other needs.
- For face-to-face interpreting, position the interpreter off to the side and immediately behind the member so that direct communication and eye contact between the provider and member is maintained. For American Sign Language interpreting, it is best to position the interpreter beside the member so the member can capture the hand signals easily.
- Be aware of possible gender conflicts that may arise between interpreters and members. In some cultures, males should not be requested to interpret for females.
- Be attentive to cultural biases in the form of preferences or inclinations that may hinder clear communication. For example, in some cultures, especially Asian cultures, “yes” may not always mean “yes.” Instead, “yes” might be a polite way of acknowledging a statement or question, a way of politely reserving one’s judgment, or simply a polite way of declining to give a definite answer at that juncture.
- Greet the member first, not the interpreter. **
- During the medical interview, speak directly to the member, not to the interpreter: “Tell me why you came in today” instead of “Ask her why she came in today.” **
- A professional interpreter will use the first person in interpreting, reflecting exactly what the member said: i.e. “My stomach hurts” instead of “She says her stomach hurts.” This allows you to hear the member’s “voice” most accurately and deal with the member directly. **
- Speak at an even pace in relatively short segments; pause often to allow the interpreter to interpret. You do not need to speak especially slowly; this actually makes a competent interpreter’s job more difficult. **
- Don’t say anything that you don’t want interpreted; it is the interpreter’s job to interpret everything. **
- If you must address the interpreter about an issue of communication or culture, let the member know first what you are going to be discussing with the interpreter. **
• Speak in:
  ▪ Standard English (avoid slang) **
  ▪ Layman’s terms (avoid medical terminology and jargon)
  ▪ Straightforward sentence structure.
  ▪ Complete sentences and ideas.

• Ask one question at a time. **

• Ask the interpreter to point out potential cultural misunderstandings that may arise. Respect an interpreter’s judgment that a particular question is culturally inappropriate and either rephrase the question or ask the interpreter’s help in eliciting the information in a more appropriate way. **

• Do not hold the interpreter responsible for what the member says or doesn’t say. The interpreter is the medium, not the source, of the message. **

• Avoid interrupting the interpretation. Many concepts you express have no linguistic or conceptual equivalent in other languages. The interpreter may have to paint word pictures of many terms you use. This may take longer than your original speech. **

• Don’t make assumptions about the member’s education level. An inability to speak English does not necessarily indicate a lack of education. **

• Acknowledge the interpreter as a professional in communication. Respect his or her role. **

Footnotes:
** “Addressing Language Access Issues in Your Practice - A Toolkit for Physicians and Their Staff Members,” California Endowment website
Tips for Documenting Interpretive Services for Limited English Proficient Members - Notating the Provision or the Refusal of Interpretive Services

California law requires that health plans and insurers offer free interpreter services to both limited English proficient members and health care providers and also ensure that the interpreters are professionally trained and are versed in medical terminology and health care benefits.

- **Documenting refusal of interpretive services** in the medical record not only protects you and your practice, it also ensures consistency when your medical records are monitored through site reviews/audits by contracted health plans to ensure adequacy of the plan’s Language Assistance Program.
  - It is preferable to use professionally trained interpreters and to document the use of the interpreter in the member’s medical record.
  - If the member was offered an interpreter and refused the service, it is important to note that refusal in the medical record for that visit.
  - Although using a family member or friend to interpret should be discouraged, if the member insists on using a family member or friend, it is extremely important to document this in the medical record, especially if the chosen interpreter is a minor.
    - Smart Practice Tip: Consider offering a telephonic interpreter *in addition* to the family member/friend to ensure accuracy of interpretation.
  - For all limited English proficient members, it is best practice to document the member’s preferred language in paper and/or electronic medical records in the manner that best fits your practice flow.*
    - For a paper record, one way to do this is to post color stickers on member’s chart to flag when an interpreter is needed. (For example: Orange = Spanish, Yellow = Vietnamese, Green = Russian)*
    - For EMR’s, contact your IT department to determine the best method of advising all health care team members of a preferred spoken language.

This universal symbol for interpretive services is from Hablamos Juntos, a Robert Wood Johnson funded project found at: http://www.hablamosjuntos.org/signage/symbols/default_using_symbols.asp#bow

**Language ID Poster**

English – Point to your language. An interpreter will be called.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amharic</td>
<td>እግወርድ ከማህላት ከማስተናገር ከማህላት</td>
</tr>
<tr>
<td>Arabic</td>
<td>اللغة العربية</td>
</tr>
<tr>
<td>Armenian</td>
<td>Արեւելյան Հայերեն</td>
</tr>
<tr>
<td>Cambodian</td>
<td>រៀន្ អរំ ភាសា នីកាមឿ នីសារ នីយាយ នីសារ នីយាយ នីសារ នីយាយ</td>
</tr>
<tr>
<td>Cantonese</td>
<td>廣東話</td>
</tr>
<tr>
<td>Farsi</td>
<td>فارسی</td>
</tr>
<tr>
<td>French</td>
<td>Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.</td>
</tr>
<tr>
<td>Hindi</td>
<td>हिन्दी</td>
</tr>
<tr>
<td>Italian</td>
<td>Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.</td>
</tr>
<tr>
<td>Japanese</td>
<td>日本語</td>
</tr>
<tr>
<td>Korean</td>
<td>한국말</td>
</tr>
<tr>
<td>Lao</td>
<td>ເຂາດxAA ແຂampoo ແຂampoo ແຂampoo ແຂampoo</td>
</tr>
</tbody>
</table>

MARCH® Vision Care | Exhibit K
Provider Tools to Care for Diverse Populations

Provider Tools to Care for Diverse Populations is available on our website at www.marchvisioncare.com. Click on “Doctors and Office Staff”, select “Cultural & Linguistics” from the left-hand side, and then choose “Provider Tools to Care for Diverse Populations” under “Resources.”
Member Grievance Form for California Members Only

If you need assistance completing this form or if you have questions, please contact our Customer Service Department at (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time.

**Member Information**

<table>
<thead>
<tr>
<th>Name: ___________________________</th>
<th>Subscriber or Dependent (circle one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID number: ______________________</td>
<td></td>
</tr>
<tr>
<td>Date of birth: ___________________</td>
<td></td>
</tr>
<tr>
<td>Address: _________________________</td>
<td></td>
</tr>
<tr>
<td>Daytime phone number: ____________</td>
<td></td>
</tr>
<tr>
<td>Other phone number: ______________</td>
<td></td>
</tr>
<tr>
<td>Name of person /relationship completing this form (if other than member): __________________________</td>
<td></td>
</tr>
<tr>
<td>Date of incident: _______________</td>
<td></td>
</tr>
<tr>
<td>MARCH Provider name: _____________</td>
<td></td>
</tr>
</tbody>
</table>

**Describe the nature of the grievance (attach additional sheets if necessary)**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Please mail, fax, or hand-deliver this completed form to:
MARCH Vision Care
Quality Management Department
6701 Center Drive West, Suite 790
Los Angeles, CA 90045
Fax number (855) 640-6735
For California Members only:

IMPORTANT NOTICE: The California Department of Managed Health Care (DMHC) is responsible for regulating health care service plans. If you have a grievance against your Health Plan, you should first telephone your Health Plan at 1-844-336-2724 and use your Health Plan’s grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your Health Plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a Health Plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department also has a toll-free telephone number (1-888-HMO-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department’s Internet Web site http://www.hmohelp.ca.gov has complaint forms, IMR application forms and instructions online.

English
IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time.

Spanish
IMPORTANTE: ¿Puede leer esta carta? Si no, alguien le puede ayudar a leerla. Además, es posible que reciba esta carta escrita en su propio idioma. Para obtener ayuda gratuita, llame ahora mismo al (844) 336-2724
Formulario Para Quejas de los Miembros en California solamente

Si necesita ayuda para llenar este formulario o si tiene preguntas, llame al Departamento de Servicio al Cliente al (844) 336-2724.

<table>
<thead>
<tr>
<th>Información Sobre el Miembro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nombre: ____________________</td>
</tr>
</tbody>
</table>
| N.º de ID: __________________
| Fecha de nacimiento: ________ |
| Domicilio: __________________ |
| N.º de teléfono diurno: ______ |
| N.º de otro teléfono: ________ |
| Nombre de la persona que llena el formulario y relación con el miembro (Si no es el miembro): ________ |
| Fecha del incidente: ________ |
| Nombre del proveedor de MARCH: ________ |

<table>
<thead>
<tr>
<th>Describa la naturaleza de la queja (adjunte más hojas si es necesario):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Envié por correo o por fax, o entregue personalmente este formulario llenado a:
MARCH Vision Care
Quality Management Department
6701 Center Drive West, Suite 790
Los Angeles, CA 90045
Numero de fax: (855) 640-6735
Para miembros en California solamente:

AVISÓ IMPORTANTE: El Departamento de Atención Médica Administrada de California (California Department of Managed Health Care, DMHC) es responsable de regular los planes de atención médica. Si tiene una queja contra su plan médico, lo primero que debe hacer es llamar a su plan al 1-844-336-2724 y usar el proceso de quejas de este plan antes de comunicarse con el Departamento. El uso de este procedimiento de quejas no anula ninguno de los derechos o recursos legales que puedan estar a su disposición. Si necesita ayuda con una queja relacionada con una emergencia, con una queja que su plan médico no ha resuelto satisfactoriamente, o con una queja que ya lleva más de 30 días sin resolverse, puede llamar al Departamento para solicitar ayuda. También puede ser elegible para que se haga una Revisión médica independiente (Independent Medical Review, IMR) de su caso. Si es elegible para una IMR, el proceso de la misma consiste en una revisión imparcial de las decisiones médicas tomadas por un plan médico en relación con la necesidad médica de un tratamiento o servicio propuesto, o de las decisiones sobre la cobertura de tratamientos de naturaleza experimental o bajo investigación, así como de disputas sobre los pagos de servicios médicos de emergencia o urgentes. El Departamento también tiene un número telefónico sin costo (1-888-HMO-2219) y una línea TDD (aparato de telecomunicaciones para personas con problemas auditivos) (1-877-688-9891) para aquellos con problemas auditivos y de habla. El sitio web del Departamento en internet, http://www.hmohelp.ca.gov contiene formularios de quejas, formularios de solicitud de IMR e instrucciones en línea.

English
IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at (844) 336-2724 Monday through Friday, 8:00 am to 5:00 pm local time.

Spanish
### Potential Quality Issue - Severity Levels

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Example of Issues</th>
<th>Required Corrective Action</th>
</tr>
</thead>
</table>
| Level 0       | - No quality issue  
               - Meets expectations of quality  
               - No adverse outcome          | - Unfounded complaint  
               - Unavoidable complication  
               - Member issue               | - None  
               - Track and trend             |
| Level I       | - No quality of care issue  
               - Possible quality of service issue  
               - He says, she says issues  
               - No adverse outcome        | - Unavoidable complication  
               - He say/she say – can not determine fault | - None  
               - Track and trend             |
| Level II      | - Borderline quality – no potential for serious adverse effects but could become a problem if repeated or not corrected  
               - Unavoidable adverse outcome | - Illegibility of record  
               - Inadequate documentation  
               - Documented poor communication  
               - Delay in follow up/referral | - None  
               - Informal/verbal/written counseling by Medical Director |
| Level III     | - Questionable quality of care with opportunity for improvement exists  
               - Moderate potential for adverse effects  
               - Could become a problem if repeated or not corrected | - Unnecessary delay in treatment  
               - Inadequate examination  
               - Failure to diagnose/examine/properly treat findings | - Verbal counseling by Medical Director  
               and one or more of the following:  
               - Written counseling  
               - Focused review of medical record  
               - Mandatory skill retraining or CME  
               - Proctoring |
| Level IV      | - Qualities of Care unacceptable – serious  
               - Significant potential for serious adverse affects  
               - Serious adverse affect occurred | - Clinical significant outcome  
               - Preventable death  
               - Preventable disability  
               - Preventable impairment  
               - Other preventable serious complication | - Level IV, written counseling and one or more of the following:  
               - Focused review  
               - Concurrent review  
               - Mandatory skill retraining or CME  
               - Proctoring  
               - Reduction/Restriction of privileges  
               - Probation  
               - Termination  
               - License revocation recommendation  
               (Filing of report with appropriate authority) |
**Potential Quality Issue Referral Form**

### Identifying Data

Member name: ___________________________  DOB: _____________  Member ID number: ________________

Provider name: ____________________________  NPI : _________________________

Provider address: ____________________________  Phone number: ________________

Group/plan: ____________________________  Phone number: ________________  PR number: __________

Referred by: ____________________________  ICD-10* code: ____________  Client case: Y or N

*ICD-9 codes must be used if dates of service are prior to October 1, 2015. If dates of service are on or after October 1, 2015, please use ICD-10 codes.

### Reason for Quality Management Department review (check ALL that apply)

- [ ] Was there a delay in diagnosis or medical treatment?
- [ ] Was there a diagnosis error?
- [ ] Was there a treatment error?
- [ ] Was there an unexpected trauma or other safety issues during health care visit?
- [ ] Was there a lack of required medical record documentation?
- [ ] Was there a complaint about accessibility to care?
- [ ] Was there a complaint about a delay in obtaining an appointment or services?
- [ ] Was there a potential quality of care issue?
- [ ] Was there a complaint about accessibility to care?
- [ ] Other - please specify:

### Brief Summary of Events

(Include date of service. Attach additional pages as needed.)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Referring Staff Signature

________________________________________________________________________

Department

________________________________________________________________________

Date

________________________________________________________________________

Phone Number

Forward this completed form and any additional documentation (i.e., copy of complaint/grievance) to the Quality Management Department by fax (855) 640-6735. To maintain confidentiality of this referral, please do not copy completed form.
Clinical Practice Guidelines

Clinical practice guidelines describe the expected standard of practice for participating providers that is specific to the membership demographics and service needs and serves as the basis for a health management programs benefit interpretation and quality/performance measurements.

MARCH is committed to providing high quality services to its members. MARCH does not pressure health care providers or institutions to render care beyond the scope of their training or experience. The Quality Improvement Committee has adopted the following guidelines for its providers:

Standard of Care for Eyeglass Dispensing/Fitting and Contact Lens Fitting

**EYEGLASS DISPENSING/FITTING**
- Assist with frame selection.
- Evaluate frame for appropriate eye size, bridge, and A, B, and ED for required lenses.
- Take physical measurements including PD, Seg Height.
- Order materials via eyeSynergy® or fax order to MARCH.
- Monitor laboratory for appropriate turnaround time and follow up with MARCH as necessary.
- When materials have been received, measure lens power, PD, and Seg Height and physically inspect frame and lenses for manufacturer defects.
- Promptly contact the member when the eyewear has passed inspection.
- Adjust frame as needed to assure proper fit and alignment of lenses.
- Discuss proper use.

**CONTACT LENSES FITTING**
- Assess the health of the eyes in relationship to wearing contact lenses (age/anatomy etc.).
- Assess the anatomical appropriateness of the eyelids.
- Assess the quality and volume of tear film.
- Perform refractive tests and calculations related to contact lenses.
- Examine for issues and physical findings related to contact lenses.
- Measure cornea by keratometry and/or topography.
- Conduct diagnostic contact lens evaluation.
- Order materials via eyeSynergy® or fax order to MARCH.
- Train patient on safe and effective lens care, and insertion and removal of lenses.
- Dispense final lenses or provide final prescription.
- Follow up visits for one month as indicated.

Standards for Dilation (Commercial Only)

MARCH commercial members are only covered for one routine eye examination annually. All members require an initial dilated fundus exam or equivalent (if acceptable per state/federal regulation). Diabetics require dilation every year at a minimum (more often if they have retinopathy; this would be covered under their medical insurance). Members with other pathologies, such as lattice degeneration, choroidal nevi, or retinoschisis, may also need a dilated exam every year (or as medically indicated through their medical insurance). After their initial dilation, members with no risk factors should be dilated based on professional judgment of the provider or every three (3) years, whichever occurs sooner.

Clinical Criteria*

The state specific criteria in the Provider Reference Guide (PRG) outline the benefits according to the member’s plan. This chart is not an indication that the member has a specific benefit. Rather this chart is used to define the medically necessary indications when the PRG indicates that the benefit is available to a member and when no regulatory/client criteria is available.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Available When</th>
<th>Clinical Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eyewear After Eye Surgery</td>
<td>Determined to be medically necessary.</td>
<td>The stable refractive prescription changes are more than +/-0.75 diopters in any meridian or more than 20 degrees of axis shift or a change in add power greater than 0.50 diopters.</td>
</tr>
<tr>
<td>Oversize Lens</td>
<td>Needed for physiological reasons.</td>
<td>The pupillary distance is 70mm or greater or other facial or ocular anomalies requiring a large lens.</td>
</tr>
<tr>
<td>Trifocal Lens</td>
<td>Member has a special need due to a job training program or extenuating circumstances.</td>
<td>The base prescription is greater than +/- 1.00 and a bifocal greater than or equal to 2.00</td>
</tr>
<tr>
<td>-------------</td>
<td>------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Necessary Contact Lens</td>
<td>Such lenses provide better management of a visual or ocular condition than can be achieved with spectacle lenses, including, but not limited to the diagnosis of:</td>
<td>Irregular astigmatism; unilateral aphania; keratoconus when vision with glasses is less than 20/40; corneal transplant when vision with glasses is less than 20/40 or anisometroopia that is greater than or equal to 4.00 diopter</td>
</tr>
<tr>
<td>Color Tinting</td>
<td>Light sensitivity which will hinder driving or seriously handicap the outdoor activity of such member is evident.</td>
<td>The member has photophobia, aniridia, uveitis, corneal dystrophy, cataracts, albinism, or use a medication that has a side effect of photophobia.</td>
</tr>
<tr>
<td>Single Vision Eyeglasses In Lieu Of Bifocals</td>
<td>Need is substantiated in member’s medical record by clinical data.</td>
<td>The need for distance correction &gt; +/- 1.50 diopter AND Net combination of distance RX and bifocal &gt; +1.00 or -2.00 AND you are unable to tolerate a multifocal lens.</td>
</tr>
<tr>
<td>Progressive Lenses</td>
<td>Need is substantiated in member’s medical record by clinical data.</td>
<td>Epilepsy, childhood disorders with multiple impairments.</td>
</tr>
<tr>
<td>Transitions Lenses</td>
<td>Need is substantiated in member’s medical record by clinical data.</td>
<td>Chronic iritis, uveitis, albinism.</td>
</tr>
<tr>
<td>Polycarbonate Lenses</td>
<td>Need is substantiated in member’s medical record by clinical data.</td>
<td>• The member has a prescription of +/-8.00; or • Permanently reduced vision in one eye to less than 20/60; or • A facial deformity or disease that interferes with eye glass fit; or • A documented occupational hazard.</td>
</tr>
<tr>
<td>Ultra Violet Coating</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>Provided to members with aphakia, albinism, members that have clinical evidence of macular degeneration, or are taking medicine that makes them more sensitive to ultra violet light.</td>
</tr>
<tr>
<td>Replacement Due To Outgrown Glasses</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>• Available for children under 18 when the member’s pupil distance is wider than the frame’s mechanical optical center by greater than 5mm. • Available when the new frame size is at least 3mm larger than the existing frames.</td>
</tr>
<tr>
<td>Second Opinion Examination</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>• Available when medical chart review of the first examination shows inadequate examination, documentation, or when clinical issues are not adequately addressed.</td>
</tr>
<tr>
<td>High Index lenses (Higher than Polycarbonate)</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>• Available when weight of a standard prescription could cause facial development issues (primarily for children). • Available when lab cannot practically produce lenses with a lower index lens.</td>
</tr>
<tr>
<td>Allergy To Certain Frames</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>• Alternative frame to be provided when a provider documents a rash or other adverse reaction to all MARCH frame kit materials.</td>
</tr>
<tr>
<td>SLAB Off/Prism</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>• Available for bifocal or trifocal prescriptions that generate greater than 2 prism diopters of imbalance at the reading plane.</td>
</tr>
<tr>
<td>Safety Frames</td>
<td>Need is substantiated in member’s medical record by clinical data</td>
<td>• Used with polycarbonate lenses based on polycarbonate criteria noted above; and • Member is in and around a hazardous environment where, in the discretion of the patient, (parent) and the provider, extra ocular safety measures are required • These would be considered “deluxe frames” and covered by MARCH. • These must meet ANSI standards.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Requirements</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Non-Standard Frames             | Need is substantiated in member’s medical record by clinical data                               | ▪ Used when member has facial parameters where standard frames do not fit correctly.  
▪ Used when optical correction will not fit practically in a standard frame. |
| Low Vision Rehabilitation       | Need is substantiated in member’s medical record by clinical data                               | ▪ Visual loss with best corrected visual acuity of 20/50 or worse in the better eye.  
▪ Constriction of visual fields to be less than 20 degrees or hemianopia.  
▪ Limited contrast sensitivity due to underlying pathology.  
▪ Initial consult codes of 97241 – 97245 or 99244.  
▪ Maximized medical treatment of conditions such as, but not limited to, diabetic retinopathy, macular degeneration, optic atrophy, and glaucoma.  
▪ Diagnosis codes consistent with low vision pathology. Under certain circumstances, medical records may be requested. If requested, they need to demonstrate that medical, surgical, and other treatments that have been tried and failed. They must have a diagnosis as noted below AND reduced vision. The appropriate diagnosis codes are necessary, including, but not limited to:  
  ▪ D49.81  
  ▪ G.35  
  ▪ H47.099  
  ▪ H33.08-H33-303  
  ▪ E11.319, E10.319 ; H35.00-H35.443  
  ▪ H40.001-H40-2234  
  ▪ H53.40-H53-483  
  ▪ H54.2-H54.60  
  ▪ H46.00-H47.333  
  ▪ H55.00-H55.01  
  ▪ Or others by pre-approval  
▪ A Low Vision Rehabilitation request form must be completed and submitted.  
▪ Before proceeding, prior approval is required. |
| Dilation of Eyes                | Initial examination required. Subsequent examinations as follows:                               | ▪ All new members require a dilated fundus exam or equivalent (if acceptable per state/federal regulation). Diabetics require dilation every year at a minimum, more often if they have retinopathy. Members with other certain pathology such as lattice degeneration, choroidal nevi, or retinoschisis for example, may also need a dilated exam every year or as medically indicated. Members with no risk factors should be dilated thereafter based on the professional judgment of the provider or every three (3) years, whichever occurs first. |
| Polarized Lenses                | Need is substantiated in member’s medical record by clinical data                               | ▪ Chronic iritis, uveitis, or other active inflammatory eye disease with fixed and dilated pupils or aniridia. |
| Necessary Contact Lens Replacement | Such lenses provide better management of a visual or ocular condition than can be achieved with spectacle lenses (see criteria above). | ▪ The member meets criteria as noted above for necessary contact lens and there is:
- Change of +/- 1.00 diopter in power
- Change of 0.50 mm in base curve
- Change of 0.30 mm in optic zone
- Change of 0.75 mm in peripheral curve radius
- Change of 0.30 mm in peripheral curve width |
| Replacement Glasses When A Member Can Not Adapt To Bifocals | Member has presbyopia and unable to adapt to bifocals. | ▪ Members should attempt to make the adjustment to bifocal lenses for a minimum of two (2) weeks.
▪ When lens manufacturers and/or the laboratory provides a warranty for "non-adapts", this should be used.
▪ When two pairs of glasses is the solution, each pair must have a sphere power of at least +/- 1.00 or a cylinder power of greater than +/-0.75 in at least one eye. In cases where one of the final single vision Rx calculation yield lower powers, the member will just be entitled to distance only or near distance only glasses.
▪ The frame that was used for the bifocals will be reused for one of the new single vision glasses. |
| Medically Necessary Contact Lenses And Glasses For Aphakia In Children Aged 2 Weeks To 12 Years. | Post surgically, for children born with a visually significant Cataract(s), or other medical eye problems that result in pediatric aphakia. | Coverage for either medically necessary contact lenses or glasses in a given benefit period, but not both except for the following circumstances:
▪ The patient has greater than three (3) diopters of astigmatism in one or both eyes and requires this correction over the contact lens or lenses.
▪ The patient has vision less than 20/200 in the poorer eye, or pathology where 20/200 or less is expected but can not be measured (ie. PHPV, RD, macula scarring, coloboma involving the posterior pole) and a spectacle lens is needed for protection of the good eye. |
| Prescription/Fitting check | Glasses are dispensed, including when a member has ongoing vision issues using new materials | ▪ Included in the fitting fee/payment for materials for up to 45 days after member has received materials. |
| Eye Care of Patient with Diabetes Mellitus | Person has Diabetes Mellitus | ▪ MARCH adopted the American Optometric Association (“AOA”) Guidelines for treating Diabetes Mellitus. |

* QIC approval 2/24/2017
MARCH Contact Lens Order Form

Vendor Information

ABB Concise
12301 N.W. 39th Street
Coral Springs, FL 33065
(800) 852-8089

IMPORTANT: All contact lens order forms for UnitedHealthcare Community Plan Delaware and UnitedHealthcare Community Plan Pennsylvania members can be submitted online through eyeSynergy®. If you choose not to submit contact lens orders through eyeSynergy®, you must fax your order to our customer service center at (855) 640-6737.

Member Information

Member name: ___________________________    Today’s date: ___________________________
Member ID number: ___________________________    Date of eye exam: ___________________________

Provider Information

Provider name: ___________________________
Address: ___________________________
Phone Number: ___________________________

Lens Type
- Single Vision
- Toric

<table>
<thead>
<tr>
<th>Product</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bausch &amp; Lomb Soflens 38 6Pk</td>
<td>Right</td>
</tr>
<tr>
<td>Cooper Vision Vertex Toric 6Pk</td>
<td>Right</td>
</tr>
<tr>
<td>Cooper Vision Biomedics Premier 6Pk</td>
<td>Right</td>
</tr>
<tr>
<td>Cooper Vision ClearSight 1 Day Disposable 30Pk</td>
<td>Right</td>
</tr>
<tr>
<td>Biofinity 6Pk</td>
<td>Right</td>
</tr>
<tr>
<td>Biofinity Toric 6Pk</td>
<td>Right</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bausch &amp; Lomb Soflens 38 6Pk</td>
<td>Left</td>
</tr>
<tr>
<td>Cooper Vision Vertex Toric 6Pk</td>
<td>Left</td>
</tr>
<tr>
<td>Cooper Vision Biomedics Premier 6Pk</td>
<td>Left</td>
</tr>
<tr>
<td>Cooper Vision ClearSight 1 Day Disposable 30Pk</td>
<td>Left</td>
</tr>
<tr>
<td>Biofinity 6Pk</td>
<td>Left</td>
</tr>
<tr>
<td>Biofinity Toric 6Pk</td>
<td>Left</td>
</tr>
</tbody>
</table>

Power | Base Curve | Diameter | Color
------|------------|----------|-------
Right (OD)  
Left (OS)  

ADD-Power | Cylinder | Axis
------|---------|-------
Right (OD)  
Left (OS)  

Other Instructions/Special Notes

I certify that the prescription information supplied above is medically indicated and necessary to the health of this patient and was personally furnished by me or my employee under my personal direction. This is to certify that the foregoing information is true, accurate and complete. I understand that payment and satisfaction of this order will be from Federal and State funds, and that any false claims, statements, or documents or concealment of a material fact may be prosecuted under applicable Federal and State laws.

Provider Signature: ___________________________
<table>
<thead>
<tr>
<th>CPT Code</th>
<th>Modifier</th>
<th>Description</th>
<th>Wholesale Per Pair Rate</th>
<th>Retail Max Per Pair Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>V2744</td>
<td>0L</td>
<td>Photochromatic TF 7X28</td>
<td>$60.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2744</td>
<td>1L</td>
<td>Photochromatic PAL Standard</td>
<td>$70.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2744</td>
<td>2L</td>
<td>Photochromatic PAL Standard Mini</td>
<td>$80.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2744</td>
<td>3L</td>
<td>Photochromatic PAL Premium</td>
<td>$70.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2744</td>
<td>4L</td>
<td>Photochromatic PAL Premium Mini</td>
<td>$80.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2744</td>
<td>5L</td>
<td>Photochromatic SV</td>
<td>$70.00</td>
<td>$90.00</td>
</tr>
<tr>
<td>V2744</td>
<td>6L</td>
<td>Photochromatic Round Bifocal (22 or 24)</td>
<td>$32.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L1</td>
<td>Photochromatic GLASS SV</td>
<td>$46.00</td>
<td>$70.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L2</td>
<td>Photochromatic GLASS Multifocal</td>
<td>$46.00</td>
<td>$70.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L3</td>
<td>Photochromatic HI-INDEX 1.60 SV</td>
<td>$50.00</td>
<td>$72.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L4</td>
<td>Photochromatic HI-INDEX 1.60 Multifocal</td>
<td>$52.00</td>
<td>$72.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L5</td>
<td>Photochromatic HI-INDEX 1.67 SV</td>
<td>$50.00</td>
<td>$80.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L6</td>
<td>Photochromatic HI-INDEX 1.67 Multifocal</td>
<td>$52.00</td>
<td>$80.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L8</td>
<td>Photochromatic FT28</td>
<td>$82.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2744</td>
<td>L9</td>
<td>Photochromatic FT35</td>
<td>$88.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>V2745</td>
<td>TG</td>
<td>Tint - All Colors and Density</td>
<td>$12.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>V2750</td>
<td>TG</td>
<td>Anti-Reflective Coating Standard</td>
<td>$38.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>V2750</td>
<td>TG</td>
<td>Anti-Reflective Coating Premium</td>
<td>$48.00</td>
<td>$58.00</td>
</tr>
<tr>
<td>V2755</td>
<td></td>
<td>UV Treatment</td>
<td>$12.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>V2760</td>
<td>L1</td>
<td>Scratch Resistant Coating SV</td>
<td>$12.00</td>
<td>$24.00</td>
</tr>
<tr>
<td>V2760</td>
<td>L2</td>
<td>Scratch Resistant Coating BF</td>
<td>$14.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>V2760</td>
<td>L3</td>
<td>Scratch Resistant Coating TF</td>
<td>$14.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>V2760</td>
<td>L4</td>
<td>Scratch Resistant Coating PAL</td>
<td>$14.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>V2761</td>
<td></td>
<td>Mirror Coat - Any Type, Solid, Gradient</td>
<td>$50.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>V2762</td>
<td>L1</td>
<td>Polarized SV</td>
<td>$36.00</td>
<td>$60.00</td>
</tr>
<tr>
<td>V2762</td>
<td>L2</td>
<td>Polarized BF</td>
<td>$40.00</td>
<td>$65.00</td>
</tr>
<tr>
<td>V2762</td>
<td>L3</td>
<td>Polarized TF</td>
<td>$44.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>V2762</td>
<td>L4</td>
<td>Polarized PAL**</td>
<td>$50.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>V2770</td>
<td></td>
<td>Occluder Lens/Frosted</td>
<td>$20.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>V2780</td>
<td></td>
<td>Oversize Lens</td>
<td>$10.00</td>
<td>$23.00</td>
</tr>
<tr>
<td>V2781</td>
<td>L1</td>
<td>PAL Standard</td>
<td>$46.00</td>
<td>$60.00</td>
</tr>
<tr>
<td>V2781</td>
<td>L2</td>
<td>PAL Standard MINI</td>
<td>$50.00</td>
<td>$65.00</td>
</tr>
<tr>
<td>V2781</td>
<td>L3</td>
<td>PAL Premium</td>
<td>$56.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>V2781</td>
<td>L4</td>
<td>PAL Premium MINI</td>
<td>$60.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>CPT Code</td>
<td>Modifier</td>
<td>Description</td>
<td>Wholesale Per Pair Rate</td>
<td>Retail Max Per Pair Rate</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>-------------</td>
<td>-------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>V2782</td>
<td>L1</td>
<td>HI-INDEX 1.60 SV Lens, 1.54-1.65 P/1.60-1.79G</td>
<td>$26.00</td>
<td>$45.00</td>
</tr>
<tr>
<td>V2782</td>
<td>L2</td>
<td>HI-INDEX 1.60 BF Lens, 1.54-1.65 P/1.60-1.79G</td>
<td>$30.00</td>
<td>$47.00</td>
</tr>
<tr>
<td>V2782</td>
<td>L3</td>
<td>HI-INDEX 1.60 TF Lens, 1.54-1.65 P/1.60-1.79G</td>
<td>$30.00</td>
<td>$47.00</td>
</tr>
<tr>
<td>V2782</td>
<td>L4</td>
<td>HI-INDEX 1.60 PAL Lens, 1.54-1.65 P/1.60-1.79G</td>
<td>$30.00</td>
<td>$47.00</td>
</tr>
<tr>
<td>V2783</td>
<td>L1</td>
<td>HI-INDEX 1.67 SV LENS, &gt;= 1.66 P/&gt;= 1.80 G</td>
<td>$48.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>V2783</td>
<td>L2</td>
<td>HI-INDEX 1.67 BF LENS, &gt;= 1.66 P/&gt;= 1.80 G</td>
<td>$58.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>V2783</td>
<td>L3</td>
<td>HI-INDEX 1.67 TF LENS, &gt;= 1.66 P/&gt;= 1.80 G</td>
<td>$58.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>V2783</td>
<td>L4</td>
<td>HI-INDEX 1.67 PAL LENS, &gt;= 1.66 P/&gt;= 1.80 G</td>
<td>$60.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L1</td>
<td>Polycarbonate SV</td>
<td>$20.00</td>
<td>$28.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L2</td>
<td>Polycarbonate BF</td>
<td>$24.00</td>
<td>$36.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L3</td>
<td>Polycarbonate TF</td>
<td>$24.00</td>
<td>$36.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L4</td>
<td>Polycarbonate PAL</td>
<td>$26.00</td>
<td>$40.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L5</td>
<td>TRIVEX® SV</td>
<td>$20.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L6</td>
<td>TRIVEX® BF</td>
<td>$22.00</td>
<td>$55.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L7</td>
<td>TRIVEX® TF</td>
<td>$24.00</td>
<td>$60.00</td>
</tr>
<tr>
<td>V2784</td>
<td>L8</td>
<td>TRIVEX® PAL**</td>
<td>$26.00</td>
<td>$65.00</td>
</tr>
<tr>
<td>V2797</td>
<td>L1</td>
<td>Rimless Drill 2 Hole or 4 Hole***</td>
<td>$22.00</td>
<td>$36.00</td>
</tr>
<tr>
<td>V2797</td>
<td>L2</td>
<td>Edge Polish**</td>
<td>$12.00</td>
<td>$26.00</td>
</tr>
<tr>
<td>V2799</td>
<td>L1</td>
<td>Executive</td>
<td>$30.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>V2799</td>
<td>L2</td>
<td>FT35</td>
<td>$20.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>V2799</td>
<td>L3</td>
<td>FT45</td>
<td>$22.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>V2799</td>
<td>L4</td>
<td>Round Bi-Focal RD22</td>
<td>$12.00</td>
<td>$40.00</td>
</tr>
<tr>
<td>V2799</td>
<td>L5</td>
<td>Round Bi-Focal RD24</td>
<td>$12.00</td>
<td>$40.00</td>
</tr>
</tbody>
</table>

Rates listed are per pair.

* MARCH recommends using the MARCH Non-Covered Service Fee Acceptance Form (Exhibit A) prior to ordering non-covered materials. Please refer to Section 2.2 of the Provider Reference Guide for additional information.

** These lenses are not available through all labs. Please contact Customer Service for verification prior to ordering.

*** Use of this code requires that you check the appropriate box on the lab order form.
PROVIDER DISPUTE RESOLUTION REQUEST

You have the right to appeal Our claims determination(s) on claims you submitted to Us. You also have the right to appeal an apparent lack of activity on a claim you submitted.

DO NOT submit a Health Care Provider Application to Appeal a Claims Determination IF:

- Our determination indicates that We considered the health care services for which the claim was submitted not to be medically necessary, to be experimental or investigational, to be cosmetic rather than medically necessary or dental rather than medical. INSTEAD, you may submit a request for a Stage 1 UM Appeal Review. For more information, contact:
- Our determination indicates that We considered the person to whom health care services for which the claim was submitted to be ineligible for coverage because the health care services are not covered under the terms of the relevant health benefits plan, or because the person is not Our member. INSTEAD, you may submit a complaint. For more information, contact:
- We have provided you with notice that we are investigating this claim (and related ones, as appropriate) for possible fraud.

You MAY submit a Health Care Provider Application to Appeal a Claims Determination IF Our determination:

- Resulted in the claim not being paid at all for reasons other than a UM determination or a determination of ineligibility, coordination of benefits or fraud investigation
- Resulted in the claim being paid at a rate you did not expect based upon the payment agreement between you and Us
- Resulted in the claim being paid at a rate you did not expect because of differences in Our treatment of the codes in the claim from what you believe is appropriate
- Indicated that We require additional substantiating documentation to support the claim and you believe that the required information is inconsistent with Our stated claims handling policies and procedures, or is not relevant to the claim

You also MAY submit a Health Care Provider Application to Appeal a Claims Determination IF:

- You believe We have failed to adjudicate the claim, or an uncontested portion of a claim, in a timely manner consistent with law, and the terms of the contract between you and Us, if any
- Our determination indicates We will not pay because of lack of appropriate authorization, but you believe you obtained appropriate authorization from Us or another carrier for the services
- You believe we have failed to appropriately pay interest on the claim
- You believe Our statement that We overpaid you on one or more claims is erroneous, or that the amount We have calculated as overpaid is erroneous
- You believe we have attempted to offset an inappropriate amount against a claim because of an effort to recoup for an overpayment on prior claims (essentially, that We have under-priced the current claim)

1 A carrier’s contractors (organized delivery systems and other vendors) are subject to the same standards as the carrier when performing functions on behalf of the carrier. Use of the words We, Us or Our includes our relevant contractors.
# MARCH® Vision Care

Submit to: MARCH Vision Care
If by mail or courier service, at: 6701 Center Drive West, Suite 790,
Los Angeles, CA 90045, Attn: Claims Appeals

YOU MUST COMPLETE A SEPARATE APPLICATION FOR EACH CLAIM APPEALED

<table>
<thead>
<tr>
<th>A. Provider Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provider Name:</td>
<td>2. TIN:</td>
</tr>
<tr>
<td>3. Provider Group (if applicable):</td>
<td></td>
</tr>
<tr>
<td>4. Contact Name:</td>
<td>5. Title:</td>
</tr>
<tr>
<td>6. Contact Address:</td>
<td></td>
</tr>
<tr>
<td>7. Phone:</td>
<td>8. Fax:</td>
</tr>
<tr>
<td>9. Email:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Patient Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient Name:</td>
<td>2. Ins. ID:</td>
</tr>
<tr>
<td>3. Have you attached a copy of (check the appropriate response):</td>
<td></td>
</tr>
<tr>
<td>a. the assignment of benefits?</td>
<td>Yes ☐ No ☐ N/A</td>
</tr>
<tr>
<td>b. the Consent to Representation in Appeals of Utilization Management Determinations and Authorization to Release of Medical Records for UM Appeal and Arbitration of Claims? (Not required for this appeal, but required if the matter goes to arbitration.)</td>
<td>Yes ☐ No ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C. Claim Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Claim # (if known):</td>
<td>2. Date of Service:</td>
</tr>
<tr>
<td>3. Claim filing method (check only one):</td>
<td></td>
</tr>
<tr>
<td>a. electronic (submit a copy of the electronic acceptance report from Our clearinghouse or Us)</td>
<td></td>
</tr>
<tr>
<td>b. facsimile (submit a copy of the fax transmittal)</td>
<td></td>
</tr>
<tr>
<td>c. mail or courier service (submit a copy of the delivery confirmation evidence)</td>
<td></td>
</tr>
<tr>
<td>4. Read the following and check the condition(s) that describe this appeal:</td>
<td></td>
</tr>
<tr>
<td>a. Action has not been taken on this claim</td>
<td></td>
</tr>
<tr>
<td>b. Dispute of a denied claim → provide date of denial:</td>
<td>/ /</td>
</tr>
<tr>
<td>c. Claim was paid but not in a timely manner (provide more information):</td>
<td></td>
</tr>
<tr>
<td>Yes ☐ No Additional information was requested? If yes, date:</td>
<td>/ /</td>
</tr>
<tr>
<td>Yes ☐ No Additional information provided? If yes, date:</td>
<td>/ /</td>
</tr>
<tr>
<td>Yes ☐ No Interest paid correctly?</td>
<td></td>
</tr>
<tr>
<td>d. Claim was paid, but the amount is in dispute (not including interest)</td>
<td></td>
</tr>
<tr>
<td>e. Dispute of carrier’s allegations of overpayment or amount of overpayment</td>
<td></td>
</tr>
<tr>
<td>f. Dispute of carrier’s offset amount against this claim</td>
<td></td>
</tr>
</tbody>
</table>

In an attachment, explain why you dispute handling of the claim. Be specific about billing codes. Also, submit (copies only):

- The relevant CMS 1500(s) or UB92(s)
- The relevant Explanation(s) of Benefits or Remittance Advice
- A statement specifying the line items that you are appealing
- Information We previously requested that you have not yet submitted, if available
- Itemization of the contract provisions you believe We are not complying with, if any
- Pertinent correspondence between you and Us on this matter
- A description of pertinent communications between you and Us on this matter that were not in writing
- Relevant sections of the National Correct Coding Initiative (CCI) or other coding support you relied upon if the dispute concerns the disposition of billing codes
- Other documents you may believe support your position in this dispute

Signature: ___________________________ Date: ___ / ___ / ___
Sending a Secure Email to MARCH Vision Care for PHI Related Data

**NOTE:**
This document is technical in nature and will require expertise in understanding the workings of the Microsoft Exchange Server Infrastructure. The information provided in this document can be used by your IT administrator to implement secure email transmission with MARCH Vision Care. For any support questions please call Microsoft Support for more details.

The below details are from Microsoft TechNet Article on Secure Your E-mail Traffic

Secure Your E-Mail Traffic
As part of establishing e-mail coexistence between your local Microsoft Exchange Server environments, we recommend that you implement Transport Layer Security (TLS) send and receive capability in your local Exchange Server environment. This is necessary because, during coexistence with Exchange Online, e-mail that was previously sent and received within your organization will now be sent over the Internet. The instructions in this section describe how to secure e-mail traffic on Microsoft Exchange 2000 Server and Exchange Server 2003 and Exchange Server 2007.

To secure your e-mail traffic with TLS, you will require a certificate that is granted by a recognized certification authority (CA). To implement TLS in your local Exchange Server environment, you are required to:

1. Identify the Exchange Server on which to install the certificate.
2. Generate a certificate request.
3. Acquire the certificate.
4. Install the certificate.
5. Create a Simple Mail Transfer Protocol (SMTP) connector.
6. Enable TLS.

**Step 1: Identify the Exchange Server on Which to Install the Certificate**
TLS should be enabled on the bridgehead server of your local Exchange Server environment. That is the computer that directs your organization's e-mail to and from the Internet. For more information about bridgehead servers and Exchange Server message routing, see Exchange Server 2003 Message Routing Topology.

If you have separate bridgehead servers for sending and receiving e-mail from the Internet, you will need to acquire and install a certificate on the SMTP server of each bridgehead server computer running Exchange Server; however, you will need to set up a connector and enable TLS only on the server that is used for sending e-mail to the Internet.

**NOTE:**
- If your Exchange Server environment relies on an external relay server to send and receive e-mail to and from the Internet, you will need to contact the administrator of the external service about their TLS support. When TLS has been enabled on the external service, secure e-mail will flow between their relay server and Microsoft Online Services.
- If you have third-party bridgehead software or service, refer to that documentation to see how you can configure TLS.

If you have a local Exchange Server bridgehead server running the standard SMTP virtual server, continue reading this topic.

**Step 2: Generate a Certificate Request**
Use the Exchange System Manager in Exchange Server to generate a certificate request on your bridgehead server. You must provide the fully qualified domain name (FQDN) of the bridgehead server. For more information, see Creating a Certificate or Certificate Request for TLS.

**Step 3: Acquire the Certificate**
Locate a recognized certification authority (CA), such as VeriSign, Comodo, or GoDaddy. Submit the certificate request file that you generated in the previous section. The CA will provide you with a certificate (CER) file that contains the certificate for your server.

**Step 4: Install the Certificate**
Use the Exchange System Manager to install the certificate file. You must provide the path to the certificate file that you received from the CA.

**Step 5: Create an SMTP Connector**
Based on your current e-mail environment, use one of the following procedures to create an SMTP connector or Send connector.
To create an SMTP connector in Exchange 2000 or Exchange 2003
1. In Exchange System Manager, right-click Connectors, and then click New SMTP Connector.
2. Type a name for the connector (for example, MicrosoftOnline).
3. On the General tab, select Forward all e-mail through this connector to the following smart host, and then type mail.global.frontbridge.com.

**IMPORTANT:** When you use the URL mail.global.frontbridge.com, e-mail messages are routed through servers to follow a path that balances the network load efficiently. If you want e-mail messages to be routed through servers in the United States instead of being routed through servers that might be located in other countries, type the following URL: mail.us.messaging.microsoft.com.

4. Under Local Bridgeheads, click Add, and then select your bridgehead server computer running Exchange Server.
5. On the Address Space tab, click Add, and then type your organization’s Microsoft Online Services e-mail routing domain (for example, contoso1.microsoftonline.com).

For more information about creating SMTP connectors, see [How to configure the SMTP connector in Exchange 200x](#).

To create a Send connector in Exchange 2007
1. Open the Exchange Management Console, and then do one of the following:
   - On the computer that has the Edge Transport server role installed, select Edge Transport, and then, in the work pane, click the Send Connectors tab.
   - On the computer with the Hub Transport server role installed, in the console tree, expand Organization Configuration, select Hub Transport, and then, in the work pane, click the Send Connectors tab.
2. In the action pane, click New Send connector. The new SMTP Send Connector wizard starts.
3. On the Introduction page, do the following:
   - In the Name field, type a meaningful name for the connector (for example, type MicrosoftOnlineServices)
   - In the Select the intended use for this Send connector field, select Internet, and then click Next.
4. On the Address Space page, click Add.
5. In the Add Address Space dialog box, in the Address field, type your organization's Microsoft Online Services e-mail routing domain (for example, contoso1.microsoftonline.com), and then click OK.
6. On the Address Space page, click Next.
7. On the Network Settings page, select Route all mail through the following smart hosts, and then click Add.
8. In the Add Smart Host dialog box, select Fully qualified domain name (FQDN), type mail.global.frontbridge.com, and then click OK.

**IMPORTANT:** When you provide the URL mail.global.frontbridge.com, e-mail messages are routed through servers to follow a path that balances the network load efficiently. If you want e-mail messages to be routed through servers in the United States instead of being routed through servers that might be located in other countries, type the following URL: mail.us.messaging.microsoft.com.

10. On the Configure Smart host authentication settings page, select None, and then click Next.

The Source Server page appears only on a computer with the Hub Transport server role installed. By default, the Hub Transport server that you are currently working on is listed as a source server.

11. To add a source server, click Add.
12. In the Select Hub Transport and subscribed Edge Transport servers dialog box, select one or more Hub Transport servers in your organization, and then click OK.

**Step 6: Enable TLS**

After you install the certificate, your server will be able to receive TLS e-mail. However, it cannot send TLS e-mail until you enable TLS.

To enable TLS
1. In Exchange System Manager, expand Connectors and locate the MicrosoftOnline connector that you created in the previous procedure.
2. Right-click the connector and then click Properties.
3. On the Advanced tab, click Outbound Security, and then select TLS Encryption.
### Eye Examination Record

<table>
<thead>
<tr>
<th>Patient Name:</th>
<th>Last name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>DOS:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date of Birth:</th>
<th>Patient ID:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Reason for Visit (Chief Complaint/Concern)</th>
</tr>
</thead>
</table>

### Medical History

<table>
<thead>
<tr>
<th>Eye History</th>
<th>Date of last DFE</th>
</tr>
</thead>
</table>

### Family Medical and Eye History

<table>
<thead>
<tr>
<th>Allergies:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Current Medicines:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Social History:</th>
<th>Tobacco:</th>
<th>Alcohol:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Orientation /Mood</th>
<th>Normal</th>
<th>Abnormal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oriented to time and place:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mood or Affect:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Comments:

<table>
<thead>
<tr>
<th>Physical Findings:</th>
<th>BP:</th>
<th>Pulse:</th>
<th>Height:</th>
<th>Weight:</th>
<th>BMI:</th>
</tr>
</thead>
</table>

### Review of Systems

<table>
<thead>
<tr>
<th>Constitution</th>
<th>Neg</th>
<th>Problem:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ear/Nose/Throat</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Neurological</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Psychological</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Cardiovascular</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Respiratory</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Gastrointestinal</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Genital urinary</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Muscular-Skeletal</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Integument</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Endocrine</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Hematology/Lymphatic</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
<tr>
<td>Allergy/Immunology</td>
<td>Neg</td>
<td>Problem:</td>
</tr>
</tbody>
</table>

### Vision:

<table>
<thead>
<tr>
<th>Vcc: Distance</th>
<th>R: 20/</th>
<th>L: 20/</th>
<th>Both: 20/</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vcc: Near R:</td>
<td>20/</td>
<td>L: 20/</td>
<td>Both: 20/</td>
</tr>
<tr>
<td>Vsc: Distance</td>
<td>R: 20/</td>
<td>L: 20/</td>
<td>Both: 20/</td>
</tr>
<tr>
<td>Vsc: Near R:</td>
<td>20/</td>
<td>L: 20/</td>
<td>Both: 20/</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current RX:</th>
<th>OD</th>
<th>OS</th>
</tr>
</thead>
</table>

### External Exam:

<table>
<thead>
<tr>
<th>Pupils:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Cover:</th>
<th>Distance</th>
<th>Near</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Motility:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Confrontation Fields:</th>
<th>OD</th>
<th>OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keratometry/Topo:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Color Vision:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Depth Perception:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Refractions:

<table>
<thead>
<tr>
<th>Auto: OD</th>
<th>20/</th>
<th>OS</th>
<th>20/</th>
</tr>
</thead>
<tbody>
<tr>
<td>Static: OD</td>
<td>20/</td>
<td>OS</td>
<td>20/</td>
</tr>
<tr>
<td>Dry: OD</td>
<td>20/</td>
<td>OS</td>
<td>20/</td>
</tr>
<tr>
<td>Wet: OD</td>
<td>20/</td>
<td>OS</td>
<td>20/</td>
</tr>
</tbody>
</table>
## Patient Name: DOS:

### Near Testing:

<table>
<thead>
<tr>
<th>Add:</th>
</tr>
</thead>
</table>

### Slit Lamp Examination:

<table>
<thead>
<tr>
<th>Lids/ Lashes/Adnexa:</th>
<th>OD</th>
<th>OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornea:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Conjunctiva:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>AC:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Iris:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Lens:</td>
<td>OD</td>
<td>OS</td>
</tr>
</tbody>
</table>

### Intra Ocular Pressure

<table>
<thead>
<tr>
<th>OD</th>
<th>OS</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method: AP</td>
<td>Puff</td>
<td>Tono</td>
</tr>
</tbody>
</table>

### Gonioscopy:

<table>
<thead>
<tr>
<th>OD</th>
<th>OS</th>
</tr>
</thead>
</table>

### Medicines:

Prop | Tetra | Fluress | NaF | Myd | Paradryn | Cyclo | Other: |

### Fundus:

<table>
<thead>
<tr>
<th>Direct</th>
<th>Indirect</th>
<th>Slit Lamp Lens</th>
<th>Photo</th>
</tr>
</thead>
</table>

### Nerve:

<table>
<thead>
<tr>
<th>C/D:</th>
<th>OD</th>
<th>OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rim:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Color:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Macula:</th>
<th>OD</th>
<th>OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Pole:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Vessels:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Vitreous:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Rim:</td>
<td>OD</td>
<td>OS</td>
</tr>
<tr>
<td>Periphery:</td>
<td>OD</td>
<td>OS</td>
</tr>
</tbody>
</table>

### Diagnosis Impression:

| |
| |

### Assessment:

| |
| |

### Management Plan:

| |
| |

I have personally reviewed this medical record including the patient’s health history.

Signature: Date: Return:
Disclosure of Ownership and Control Interest Statement

Page 1 of 2

The federal regulations set forth in 42 CFR §455.100 - §455.106 require providers to disclose to the U.S. Department of Health and Human Services, the State Medicaid Agency, and to Managed Care Organizations that contract with a State Medicaid Agency: 1) the identity of all owners with a control interest of 5% or greater, 2) certain business transactions as described in 42 CFR §455.105 and 3) the identity of any excluded individual with an ownership or control interest in the provider entity or who is an agent or managing employee of the provider entity. Please attach a separate sheet if necessary.

Provider Entity Information

Type of disclosing entity: ______ Individual Member of a Group or Sole Proprietor ______ Partnership ______ Corporation ______ Limited Liability Co. ______ Other (Specify): __________________________________________________________________________________________

<table>
<thead>
<tr>
<th>Legal Name of individual or entity (“Provider Entity”):</th>
<th>DBA Name:</th>
</tr>
</thead>
</table>

*Group Name: *Provider/Health Care Professional Name/EIN:

<table>
<thead>
<tr>
<th>Practice Address 1:</th>
<th>City:</th>
<th>State:</th>
<th>Zip:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Practice Address 2: (If Applicable)</th>
<th>City:</th>
<th>State:</th>
<th>Zip:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Practice Address 3: (If Applicable)</th>
<th>City:</th>
<th>State:</th>
<th>Zip:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Federal Tax Identification #:</th>
<th>Medicaid ID #:</th>
<th>National Provider ID (NPI) #:</th>
<th>Provider CAQH #:</th>
</tr>
</thead>
</table>

* If applicable, add the group, provider or health care professional name and EIN when the Provider Entity is part of a group practice

Section I

Are there any individuals or organizations with an Ownership or Control Interest of 5% or more in the Provider Entity? ___ Yes ___ No

List the name, title, address, date of birth (DOB) and Social Security Number (SSN) for each person having an Ownership or Control Interest in the Provider Entity of 5% or greater.

List the name, Tax Identification Number (TIN), business address of each organization, corporation, or entity having an Ownership or Control Interest of 5% or greater. (42 CFR §455.104)

<table>
<thead>
<tr>
<th>Name/Title</th>
<th>DOB</th>
<th>Address</th>
<th>SSN or TIN</th>
<th>% Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Section II

Does the Provider Entity’s owner have an Ownership or Control Interest in any other provider or entity? ___ Yes ___ No

List the name of any other provider or entity in which a person with an Ownership or Controlling Interest in the Provider Entity also has an Ownership or Controlling Interest in another provider or entity. This requirement applies to the extent the information can be obtained by requesting it in writing from the person with the Ownership or Controlling Interest. (42 CFR §455.104)

<table>
<thead>
<tr>
<th>Name of Owner from Section I</th>
<th>Name of Other Provider or Entity</th>
<th>SSN (if listing an individual) TIN (if listing an entity)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Section III

Does the Provider Entity have a Direct or Indirect Ownership Interest in any Subcontractor of 5% or more that another individual or organization also has an Ownership or Controlling Interest? ___ Yes ___ No

List the following information for each person with an Ownership or Controlling Interest in any Subcontractor in which the Provider Entity has Direct or Indirect Ownership Interest of 5% or more. (42 CFR §455.104)

<table>
<thead>
<tr>
<th>Name/Title</th>
<th>DOB</th>
<th>Address</th>
<th>SSN or TIN</th>
<th>% Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

March Vision Care Disclosure Form
### Section IV

**Are any of the individuals identified in Sections I, II or III related to each other?**

- [ ] Yes
- [x] No

If yes, list the individuals identified and the relationship to each other (spouse, sibling, parent, child). (42 CFR §455.104)

<table>
<thead>
<tr>
<th>Name of individual</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Section V

Has Provider Entity, or any person who has an Ownership or Control Interest in the Provider Entity, or is an agent or Managing Employee of the Provider Entity ever been convicted of a crime related to that person’s involvement in any program under Medicaid, Medicare, or Title XX program?  

- [ ] Yes
- [ ] No

(verify HHS-OIG List of Excluded individuals/Entities (LEIE), General Services Administration (GSA) Excluded Parties List (EPLS), the Medicare Exclusion Database (the MED) databases and any State specific databases.)

If yes, please list those persons below. (42 CFR §455.106)

<table>
<thead>
<tr>
<th>Name/Title</th>
<th>DOB</th>
<th>Address</th>
<th>SSN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Section VI

**Business Transactions:** Has the Provider Entity had any business transactions with a Subcontractor or Wholly Owned Supplier totaling more than $25,000 or 5% of operating expenses in the previous twelve (12) month period?  

- [ ] Yes
- [ ] No

If yes, list the ownership of Subcontractors with whom the Provider Entity has had business transactions totaling more than $25,000 during the previous 12 month period and any Wholly Owned Supplier or Subcontractor with whom the Provider Entity has had any Significant Business Transactions exceeding the lesser of $25,000 or 5% of operating expenses during the past 5-year period. This information must be provided within 35 days of a request. (42 CFR §455.105)

<table>
<thead>
<tr>
<th>Name of Supplier/Subcontractor</th>
<th>Address</th>
<th>Owner</th>
<th>Transaction Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Section VII

**Managing Employees:** Does the Provider Entity have any Managing Employees?  

- [ ] Yes
- [ ] No

List each member of the Board of Directors, Governing Board and Managing Employees (general manager, business manager, administrator or director), including the name, date of birth (DOB), Address, Social Security Number (SSN), and percent of interest.

<table>
<thead>
<tr>
<th>Name/Title</th>
<th>DOB</th>
<th>Address</th>
<th>SSN</th>
<th>% Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I certify that the information provided herein, is true, accurate and complete. Additions or revisions to the information above will be submitted immediately upon revision. Additionally, I understand that misleading, inaccurate, or incomplete data may result in a denial of participation. Individuals and Sole Proprietors must sign their own form. An authorized representative may sign for Partnership, Corporation, LLC or Other disclosing entities.

Signature

Title (indicate if authorized Agent)

Name (please print)  

Date

March Vision Care Disclosure Form
Instructions and Definitions for Disclosure of Ownership and Control Interest Statement

Completion and submission of this Statement is a condition of participation in the Medicaid program and is also/will be a contractual obligation with MARCH Vision Care, IPA, Inc., for services to members under Medicaid benefit plans. Failure to submit the requested information may result in a refusal to enter into a provider agreement or contract, or in termination of existing provider agreements and contracts.

This Statement should be submitted with your initial credentialing and recredentialing application, or at initial and renewal of a contract or agreement and any time there is a revision to the information. A Statement must also be provided within 35 days of a request for this information. If a provider or health care professional is a member of a group practice, both the individual member and group practice must submit a signed Statement attesting to the requirements under these regulations.

INSTRUCTIONS

Section I: Ownership and Control Interest Information in Provider Entity:

List information about each individual or organization that has a direct or indirect Ownership of 5% or more or has a Controlling Interest in your entity.

** SSN/TIN required under Sect 4313 of Balanced Budget Act of 1997, amended Sect 1124 and Federal Register Vol. 76 No. 22

Section II: Ownership and Control Interest Information in Other Provider or Entity:

List information for other providers or Other Entities that are owned or controlled at least 5% by an individual or organization with an Ownership or Control Interest in your entity.

Section III: Ownership and Control Interest Information in Subcontractor:

List each individual or organization that has an Ownership or Control Interest in a Subcontractor that your entity has a direct or indirect Ownership of 5% or more.

Section IV: Relationship:

Report whether any of the persons listed are related to each other.

Section V: Criminal Convictions:

List your own criminal convictions, as well as any person who has an ownership or control interest, or is an agent or employee of your entity, who has ever been convicted of a criminal offense related to that person’s involvement in any program under Medicare, Medicaid, Waivers, CHIP or the Title XX services since the inception of these programs. Review all of the databases necessary to verify this information.

Section VI: Business Transactions:

List any Subcontractors that your entity owns and that you have had business transactions totaling more than $25,000 within the last year.

List any Significant Business Transaction between your entity and any Wholly Owned Supplier during the past 5 years. Also list any Significant Business Transaction between your entity and any Subcontractor during the past 5 years.

This information must be available within 35 days of a request by the U.S. Department of Health and Human Services, the State Medicaid Agency, or a Managed Care Organization.
** Remember that a Significant Business Transaction is defined as any transaction or series of related transactions that exceeds the lesser of $25,000 or 5% of a provider’s operating expenses during any one fiscal year.

Section VII: Managing Employees:

List any person who holds a position of Managing Employee within your entity.

DEFINITIONS

Provider Entity: an individual or entity who operates as a Medicaid provider and is engaged in the delivery of health care services and is legally authorized to do so by the state in which it delivers the services. For purposes of this Statement, the Provider Entity is the individual or entity identified on this form as the disclosing entity.

Ownership or Control Interest: an individual or corporation that—
(a) Has an ownership interest totaling 5 percent or more in a disclosing entity;
(b) Has an indirect ownership interest equal to 5 percent or more in a disclosing entity;
(c) Has a combination of direct and indirect ownership interests equal to 5 percent or more in a disclosing entity;
(d) Owns an interest of 5 percent or more in any mortgage, deed of trust, note, or other obligation secured by the disclosing entity if that interest equals at least 5 percent of the value of the property or assets of the disclosing entity;
(e) Is an officer or director of a disclosing entity that is organized as a corporation; or
(f) Is a partner in a disclosing entity that is organized as a partnership.

Direct Ownership Interest: the possession of equity in the capital, the stock, or the profits of the disclosing entity.

Indirect Ownership Interest: an ownership interest in an entity that has an ownership interest in the disclosing entity. This term includes an ownership interest in any entity that has an indirect ownership interest in the disclosing entity.

Controlling Interest: defined as the operational direction or management of a disclosing entity which may be maintained by any or all of the following devices: the ability or authority, expressed or reserved, to amend or change the corporate identity; the ability or authority to nominate or name members of the Board of Directors or Trustees; the ability or authority, expressed or reserved to amend or change the by-laws, constitution, or other operating or management direction; the ability or authority, expressed or reserved, to control the sale of any or all of the assets, to encumber such assets by way of mortgage or other indebtedness, to dissolve the entity, or to arrange for the sale or transfer of the disclosing entity to new ownership control.

Determination of ownership or control percentages:
(a) Indirect ownership interest. The amount of indirect ownership interest is determined by multiplying the percentages of ownership in each entity. For example, if A owns 10 percent of the stock in a corporation which owns 80 percent of the stock of the disclosing entity, A’s interest equates to an 8 percent indirect ownership interest in the disclosing entity and must be reported. Conversely, if B owns 80 percent of the stock of a corporation which owns 5 percent of the stock of the disclosing entity, B’s interest equates to a 4 percent indirect ownership interest in the disclosing entity and need not be reported.
(b) Person with an ownership or control interest. In order to determine percentage of ownership, mortgage, deed of trust, note, or other obligation, the percentage of interest owned in the obligation is multiplied by the percentage of the disclosing entity’s assets used to secure the obligation. For example, if A owns 10 percent of a note secured by 60 percent of the provider’s assets, A’s interest in the provider’s assets equates to 6 percent and must be reported. Conversely, if B owns 40 percent of a note secured by 10 percent of the provider’s assets, B’s interest in the provider’s assets equates to 4 percent and need not be reported.

Other Entity: any other Medicaid disclosing entity and any entity that does not participate in Medicaid, but is required to disclose certain ownership and control information because of participation in any of the programs established under title V, XV III, or XX of the Act. This includes:
(a) Any hospital, skilled nursing facility, home health agency, independent clinical laboratory, renal disease facility, rural health clinic, or health maintenance organization that participates in Medicare (title XV III);
(b) Any Medicare intermediary or carrier; and
(c) Any entity (other than an individual practitioner or group of practitioners) that furnishes, or arranges for the furnishing of, health-related services for which it claims payment under any plan or program established under title V or title XX of the Act.

**Significant Business Transaction:** any business transaction or series of related transactions that, during any one fiscal year, exceeds the lesser of twenty-five thousand ($25,000) or five percent (5%) of a Provider Entity’s total operating expenses.

**Subcontractor:**
(a) an individual, agency, or organization to which a Provider Entity has contracted or delegated some of its management functions or responsibilities of providing medical care to its patients; or
(b) an individual, agency, or organization with which a fiscal agent has entered into a contract, agreement, purchase order, or lease to obtain space, supplies, equipment, or services provided under the Medicaid agreement.

**Supplier:** an individual, agency, or organization from which a provider purchases goods or services used in carrying out its responsibilities under Medicaid (e.g., a commercial laundry, manufacturer of hospital beds, or pharmaceutical firm).

**Wholly Owned Supplier:** a Supplier whose total ownership interest is held by the Provider Entity or by a person(s) or other entity with an ownership or control interest in the Provider Entity.

**Managing Employee:** a general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an institution, organization, or agency.