Washington State Health Care Authority

Medicaid Provider Guide

Vision Hardware for Clients 20 Years of Age and Younger [Chapter 388-544 WAC]

A Billing Instruction

Copyright Disclosure

About this publication

This publication supersedes all previous Agency *Vision Care Hardeware for Clients 20 Years of Age and YoungerMedicaid Provider Guide* published by the Washington State Health Care Authority.

The Agency encourages Vision Care providers to also refer to the current version of the *Physician-Related Services/Healthcare Professional Services Medicaid Provider* for further billing codes.

Note: The Agencynow reissues the entire billing guide when making updates, rather than just a page or section. The effective date and revision history are now at the front of the guide. This makes it easier to find the effective date and version history of the manual.

What Has Changed?

Reason for Change	Effective Date	Section/ Page No.	Subject	Change
Provider Notice 12-107	January 1, 2013	C.3	Coating of Frames, Incidental Repairs, and Replacement Frames.	Added additional criteria for replacement frames.
	January 1, 2013	C.12	Coverage Table	Added procedure codes 92071 and 92072
	January 1, 2013	E.2	General Ordering Information	Added criteria to follow when client does not pick up eyeglasses

Table of Contents

Table of Contents (cont.)

Important Contacts

Note: This section contains important contact information relevant to Vision Hardware. For more contact information, see the Agency *Resources Available* web page

Topic	Contact Information
Becoming a provider or submitting a change of address or ownership	See the Agency *Resources Available* web page
Finding out about payments, denials, claims processing, or Agency managed care organizations	
Electronic or paper billing	
Finding Agency documents (e.g., Medicaid provider guides and provider notices)	
Private insurance or third-party liability, other than Agency managed care	
Where do I order hardware?	Order hardware from the Agency's contractor: **Airway Optical** 11919 West Sprague Avenue PO Box 1959 Airway Heights, WA 99001-1959 Customer Service Phone 1-888-606-7788 (toll free) Fax: 1-888-606-7789 (toll free)
Who do I contact if I have a client who needs low vision aids?	**Community Services for the Blind and Partially Sighted (Seattle)** Phone: 1-800-458-4888 (toll free) **Lilac Blind Foundation (Spokane)** Phone: 1-800-422-7893 (toll free)
How do I obtain prior authorization or a limitation extension?	For all requests for Prior authorization or Limitation Extension, the following documentation is "Required": • A completed, TYPED ProviderOne request form, HCA 13-835. This request form MUST be the initial page when you submit your request. • A completed Vision Care Limitation Extension Form, HCA 13-739, and all the documentation listed on this form and any other medical justification. Fax your request to: 1-866-668-1214. See the Agency *Resources Available* web page

Definitions & Abbreviations

This section defines terms and abbreviations, including acronyms, used in this guide. Please refer to the Agency *Medical Assistance Glossary* for a more complete list of definitions.

Authorization number - A 9-digit number assigned by the Agency that identifies individual requests for services or equipment. The same authorization number is used throughout the history of the request, whether it is approved, pended, or denied.

Blindness - A diagnosis of visual acuity for distance vision of 20/200 or worse in the better eye with best correction or a limitation of the client's visual field (widest diameter) subtending an angle of less than 20 degrees from central. [WAC 182-544-0050]

Conventional soft contact lenses or **rigid gas permeable contact lenses** - Federal Drug Administration (FDA)-approved contact lenses that do not have a scheduled replacement (discard and replace with new contacts) plan. The soft lenses usually last one year, and the rigid gas permeable lenses usually last two years. Although some of these lenses are designed for extended wear, the Agency generally approves only those lenses that are designed to be worn as daily wear (remove at night). [WAC 182-544-0050]

Disposable contact lenses - FDA-approved contact lenses that have a planned replacement schedule (e.g., daily, every two weeks, monthly, quarterly). The contacts are then discarded and replaced with new ones as scheduled. Although many of these lenses are designed for extended wear, the Agency generally approves only those lenses that are designed to be worn as daily wear (remove at night). [WAC 182-544-0050]

Expedited prior authorization (EPA) - A form of authorization used by the provider to certify that the Agency-published clinical criteria for a specific vision care service(s) have been met. [WAC 182-544-0050]

Expedited prior authorization number - A 9-digit number created by the provider to bill the Agency for diagnoses, procedures, and services that meet the Agency's EPA criteria.

- The first 6 digits of the EPA number must be **870000**;
- The last 3 digits must be the code number of the diagnostic condition, procedure, or service that meets the EPA criteria.

Extended wear soft contacts - Contact lenses that are designed to be worn for longer periods than daily wear (remove at night) lenses. These can be conventional soft or disposable lenses designed to be

worn for several days and nights before removal.

Hardware - Eyeglass frames and lenses and contact lenses. [WAC 182-544-0050]

ICD-9 CM Diagnosis Codes – Classifies morbidity and mortality information for statistical purposes, indexing of hospital records by disease and operations, data storage, and retrieval. The disease classification has been expanded to include health-related conditions and to provide greater specificity at the fifth-digit level of detail. These fifth digits are not optional; they are intended for use in recording the information substantiated in the clinical record.

Limitation extension - A process for requesting and approving reimbursement for covered services whose proposed quantity, frequency, or intensity exceeds that which the Agency routinely reimburses. Limitation extensions require prior authorization.

Medically necessary – See WAC 182-500-0005.

Prior authorization - A form of authorization used by the provider to obtain the Agency's written approval for a specific vision care service(s). The Agency's approval is based on medical necessity and must be received before the service(s) are provided to clients as a precondition for payment. [WAC 182-544-0050]

Specialty contact lens design - Custom contact lenses that have a more complex design than a standard spherical lens. These specialty contact lenses (e.g., lenticular, aspheric, or myodisc) are designed for the treatment of specific disease processes, such as keratoconus, or are required due to high refractive errors. This definition of specialty contact lens does not include lenses used for surgical implantation. [WAC 182-544-0050]

Stable visual condition - A client's eye condition has no acute disease or injury; or the client has reached a point after any acute disease or injury where the variation in need for refractive correction has diminished or steadied. The client's vision condition has stabilized to the extent that eyeglasses or contact lenses are appropriate and that any prescription for refractive correction is likely to be sufficient for one year or more. [WAC 182-544-0050]

Usual and customary fee - The rate that may be billed to the Agency for a certain service or equipment. This rate may not exceed:

1) The usual and customary charge billed to the general public for the same services; or
2) If the general public is not served, the rate normally offered to other contractors for the same services.

Visual field exam or testing - A process to determine defects in the field of vision and test the function of the retina, optic nerve and optic pathways. The process may include simple confrontation to increasingly complex studies with sophisticated equipment. [WAC 182-544-0050]

About the Program

Scope of Program [Chapter 182-544 WAC]

This guide applies to eligible clients who are 20 years of age and younger.

What Is the Purpose of the Program?

The purpose of the program is to provide the following hardware to eligible Agency clients 20 years of age and younger:

- Ocular prosthetics;
- Prescription eyeglasses (frames and lenses); and
- Contact lenses.

General Guidelines [Refer to WAC 182-544-0010 (1)]

The Agency covers the vision hardware listed in this guide, according to Agency rules and subject to the limitations and requirements found in Coverage Section of this guide. The Agency pays for vision hardware when it is:

- Covered;
- Within the scope of the eligible client's medical care program;
- Medically necessary (see *Definitions & Abbreviations*);
- Authorized, as required within this guide, any applicable numbered memos, and Chapters 182-501 and 182-502 WAC; and
- Billed according to this guide and Chapters 182-501 and 182-502 WAC.

Prior Authorization [Refer to WAC 182-544-0010 (2) and (3)]

- Prior authorization (PA) is a form of authorization used by the provider to obtain the Agency's written approval for a specific vision hardware. The Agency's approval is based on medical necessity and must be received before the service(s) are provided to clients as a precondition for payment.

- The Agency does ***not*** require PA for covered vision hardware that meet the clinical criteria found in Coverage Section of this guide.

- The Agency requires PA for covered vision hardware when the clinical criteria found in Coverage Section of this guide are not met, including the criteria associated with the expedited prior authorization (EPA) process. Please note that authorization requirements are not a denial of service.

- For PA, a provider must submit a written request to the Agency (See Authorization Section). The Agency evaluates these requests on a case-by-case basis to determine whether they are medically necessary, according to the process found in WAC 182-501-0165.

Provider Requirements [WAC 182-544-0150 (1)]

Enrolled/contracted eye care providers must:

- Meet the requirements in Chapter 182-502 WAC;

- Provide only those services that are within the scope of the provider's license;

- Obtain all hardware, including the tinting of eyeglass lenses, and contact lenses for Agency clients from the Agency's designated supplier. See Where and How Do I Order? Section of this guide for more information; and

- Return all unclaimed hardware and contact lenses to the Agency's designated supplier using a postage-paid envelope furnished by the supplier.

Note: Please check the accuracy of all prescriptions and order forms submitted to the Agency's contracted provider.

Who May Provide Vision Hardware to Agency Clients?

[WAC 182-544-0150 (2)]

The following providers are eligible to enroll/contract with the Agency to provide and bill for vision hardware furnished to eligible clients:

- Ophthalmologists;
- Optometrists;
- Opticians; and
- Ocularists.

Client Eligibility

Who Is Eligible? [Refer to WAC 182-544-0100 (1)]

Eligible clients may receive the vision hardware described in this guide depending on their Benefit Service Package.

> **Note:** Refer to the *Scope of Healthcare Services Table* webpage for an up-to-date listing of Benefit Service Packages.

Please see the Agency *ProviderOne Billing and Resource Guide* for instructions on how to verify a client's eligibility.

Limited Coverage:

- The Agency covers vision hardware under the Alien Emergency Medical (AEM) program as described in WAC 182-501-0160, when the hardware is necessary to treat a qualifying emergency medical condition only.
- For Qualified Medicare Beneficiary only (QMB Medicare Only) clients, the Agency pays for vision hardware only when Medicare allows the service and has made a payment or applied the payment to the client's deductible.

Agency Managed Care Clients [Refer to WAC 182-544-0100 (2)]

When verifying eligibility using ProviderOne, if the client is enrolled in an Agency contracted managed care organization (MCO), managed care enrollment will be displayed on the Client Benefit Inquiry screen. Eligible clients enrolled in Agency managed care are covered for vision hardware as follows:

- **Eye exams, refractions, and/or visual fields** must be requested and provided directly through the client's managed care plan.
- **Eyeglass frames, lenses, and contact lenses** must be ordered from the Agency's contractor. These items are paid through fee-for-service. Refer to *Where and How do I Order*? Section of this guide. Use the guidelines found in this guide for clients enrolled in an Agency managed care plan.

> **Note:** To prevent billing denials, please check the client's eligibility **prior** to scheduling services and at the **time of the service** and make sure proper

authorization or referral is obtained from the plan. See the Agency *ProviderOne Billing and Resource Guide* for instructions on how to verify a client's eligibility.

Primary Care Case Management (PCCM)

For the client who has chosen to obtain care with a PCCM provider, this information will be displayed on the Client Benefit Inquiry screen in ProviderOne. These clients must obtain or be referred for services via a PCCM provider. The PCCM provider is responsible for coordination of care just like the PCP would be in a plan setting. The referral number is required in field **17a** on the CMS-1500 claim form.

Note: To prevent billing denials, please check the client's eligibility **prior** to scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the PCCM provider. Please see the Agency *ProviderOne Billing and Resource Guide* for instructions on how to verify a client's eligibility.

Note: Further information about the Agency's managed care plans is available at: Healthy Options.

Coverage

Services and Prosthetics

Examinations, Refractions, Visual Field Testing, Vision Therapy, and Surgeries

Please refer to the current Agency *Physician-Related Services/Healthcare Professional Services Medicaid Provider Guide* for more information.

Ocular Prosthetics **[Refer to WAC 182-544-0500]**

The Agency covers ocular prosthetics for eligible clients when provided by any of the following:

- An ophthalmologist;
- An ocularist; or
- An optometrist who specializes in prosthetics.

Please refer to the current Agency *Prosthetic and Orthotic Devices Medicaid Provider Guide* for more information on coverage for ocular prosthetics.

Coverage

Eyeglasses (Frames and/or Lenses) and Repairs

Eyeglasses (Frames and/or Lenses) [Refer to WAC 182-544-0300 (1)]

The Agency covers eyeglasses, without PA, once every 12 months for eligible clients when the following clinical criteria are met:

- The eligible client has a stable visual condition;
- The eligible client's treatment is stabilized;
- The prescription is less than 18 months old; and
- One of the following minimum correction needs in at least one eye is documented in the client's file:
  - ✓ Sphere power equal to, or greater than, plus or minus 0.50 diopter;
  - ✓ Astigmatism power equal to, or greater than, plus or minus 0.50 diopter; or
  - ✓ Add power equal to, or greater than, 1.0 diopter for bifocals and trifocals.

Accommodative Esotropia or Strabismus [WAC 182-544-0300 (2)]

The Agency covers eyeglasses (frame/lenses), for eligible clients with a diagnosis of accommodative esotropia or any strabismus correction, without PA. In this case, the limitations listed in "Eyeglasses (Frames and/or Lenses)" do not apply.

Back-up Eyeglasses [Refer to WAC 182-544-0300 (3)]

The Agency covers one pair of back-up eyeglasses for eligible clients who wear contact lenses as their primary visual correction aid (See *Contact Lenses Section of this guide*) limited to once every two years for eligible clients.

Durable or Flexible Frames **[Refer to WAC 182-544-0325 (1)]**

The Agency covers durable or flexible frames, without PA, when the eligible client has a diagnosed medical condition that has contributed to two or more broken eyeglass frames in a 12-month period. To receive payment, the provider must:

- Follow the Agency's expedited prior authorization (EPA) process. See **EPA # 619 and EPA #620** in Authorization Section of this guide; and

- Order the "durable" or "flexible" frames through the Agency's designated supplier.

The Agency will cover Miraflex frames for eligible clients when all of the following clinical criteria are met:

- The client is younger than 5 years of age; and
- The provider has documented the reason(s) that the standard Airway Optical frame is not suitable for the client.

In order to receive payment, providers must follow the Agency's expedited prior authorization (EPA) process. See **EPA #611** in the Authorization Section of this guide.

Coating of Frames, Incidental Repairs, and Replacement Frames **[Refer to WAC 182-544-0325 (2)]**

The Agency covers all of the following for eligible clients, without PA:

- Coating contract eyeglass frames to make the frames nonallergenic. Eligible clients must have a medically diagnosed and documented allergy to the materials in the available eyeglass frames.

- Incidental repairs to a client's eyeglass frames. To receive payment, all of the following must be met:

  - ✓ The provider typically charges the general public for the repair or adjustment;

  - ✓ The contractor's one-year warranty period has expired; and

  - ✓ The cost of the repair does not exceed the Agency's cost for replacement frames and a fitting fee.

Replacement eyeglass frames that have been lost or broken. Provider must document the reason for replacement in the client file.

Coverage

Eyeglass Lenses

Eyeglass Lenses [Refer to WAC 182-544-0350 (1)(2)]

The Agency covers the following plastic scratch-resistant eyeglass lenses without prior authorization (PA):

- Single vision lenses;
- Round or flat top D-style bifocals;
- Flat top trifocals; and
- Slab-off and prism lenses (including Fresnel lenses).

Note: The Agency's contractor supplies **all** plastic eyeglass lenses with a scratch-resistant coating.

Eyeglass lenses must be placed into a frame that is, or was, purchased by the Agency.

High Index Eyeglass Lenses [Refer to WAC 182-544-0350 (3)(a)]

The Agency covers, without PA, high index lenses when the eligible client's medical need in at least one eye is diagnosed and documented as:

- A spherical refractive correction of plus or minus 6.0 diopters or greater; or
- A cylinder correction of plus or minus 3.0 diopters or greater.

To receive payment, providers must follow the Expedited Prior Authorization (EPA) process. See **EPA # 625** in the Authorization Section of this guide.

Plastic Photochromatic Lenses **[Refer to WAC 182-544-0350 (3)(b)]**

The Agency covers, without PA, plastic photochromatic lenses when the eligible client's medical need is diagnosed and documented as either of the following:

Medical Problems	ICD-9-CM Diagnosis Codes
Ocular Albinism	270.2
Retinitis pigmentosa	362.74

Polycarbonate Lenses **[Refer to WAC 182-544-0350 (3)(c)]**

The Agency covers, without PA, polycarbonate lenses. The eligible client's medical need must be diagnosed and documented as one of the following:

Medical Problems	ICD-9-CM Diagnosis Codes
Blind in one eye and needs protections for the other eye, regardless of whether a vision correction is required.	369.60 - 369.69 369.70 - 369.76
Infants and toddlers with motor ataxia	331.89, 781.2 334.0-334.3, 334.8-334.9, 781.3
Strabismus	378.00 - 378.9
Amblyopia	368.01 - 368.03

Replacing Bifocal or Trifocal Lenses
[Refer to WAC 182-544-0350 (3)(d)]

The Agency covers, without PA, bifocal lenses to be replaced with single vision or trifocal lenses, or trifocal lenses to be replaced with bifocal or single vision lenses when:

- The eligible client has attempted to adjust to the bifocals or trifocals for at least 60 days;
- The eligible client is unable to make the adjustment; and
- The bifocal or trifocal lenses being replaced are returned to the provider.

Tinting **[Refer to WAC 182-544-0350 (4)]**

The Agency covers, without PA, the tinting of plastic lenses as follows:

- The eligible client's medical need must be diagnosed and documented as one or more of the following chronic (expected to last longer than 3 months) eye conditions causing photophobia:

Medical Problems	ICD-9-CM Diagnosis Codes
Blindness	369.00 - 369.9
Chronic corneal keratitis	370.00 - 370.07
Chronic iritis, iridocyclitis (uveitis)	364.10 - 364.11 364.51 - 364.59
Diabetic retinopathy	362.01 - 362.06
Fixed pupil	379.42 -379.43, 379.45-379.46, 379.49
Glare from cataracts	366.00 - 366.9
Macular degeneration	362.50 - 362.66
Migraine disorder	346.00 - 346.91
Ocular albinism	270.2
Optic atrophy and/or optic neuritis	377.10 - 377.63
Rare photo-induced epilepsy conditions	345.00 - 345.91
Retinitis pigmentosa	362.74

- The tinting must be performed by the Agency's designated lens supplier.

Replacements Due to Lost or Broken Lenses
[Refer to WAC 182-544-0350 (5)]

The Agency covers replacement lenses for eligible clients without PA when the lenses are lost or broken.

Replacements Due to Refractive Changes [WAC 182-544-0350 (6)]

The Agency covers replacements lenses, without PA, when the eligible client meets one of the following clinical criteria:

- **Eye surgery**, the **effect(s) of prescribed medication**, or **one or more diseases affecting vision**:

  - ✓ The client has a stable visual condition. For a definition of *stable visual condition* See Definitions section;
  - ✓ The client's treatment is stabilized;
  - ✓ The lens correction must have a 1.0 or greater diopter change between the sphere or cylinder correction in at least one eye; **and**
  - ✓ The previous and new refractions are documented in the client's record.

  To receive payment, providers must follow the EPA process (See **EPA# 622** in the Authorization Section).

- **Headaches**, **blurred vision**, or **visual difficulty in school or at work**. In this case, all of the following must be documented in the client's file:

  - ✓ Copy of the current prescription (less than 18 months old);
  - ✓ Date of last dispensing, if known;
  - ✓ Absence of a medical condition that is known to cause temporary visual acuity changes (e.g., diabetes, pregnancy, etc.); **and**
  - ✓ A refractive change of at least .75 diopter or greater between the sphere or cylinder correction in at least one eye.

  To receive payment, providers must follow the EPA process. See **EPA# 624** in the Authorization Section.

Coverage

Contact Lenses

Contact Lenses [Refer to WAC 182-544-0400 (1) (2)]

The Agency covers contact lenses, without prior authorization (PA), as the eligible client's primary refractive correction method when the client has a spherical correction of plus or minus 6.0 diopters or greater in at least one eye. **See next page for exceptions to the plus or minus 6.0 diopters criteria.** The spherical correction may be from the prescription for the glasses or the contact lenses and may be written in either "minus cyl" or "plus cyl" form.

The Agency covers the following contact lenses with limitations:

- **Conventional soft** or **rigid gas permeable** contact lenses that are prescribed for daily wear; or

- **Disposable** contact lenses that are prescribed for daily wear and have a monthly or quarterly planned replacement schedule, as follows:

  ✓ 12 pairs of monthly replacement contact lenses; or
  ✓ 4 pairs of 3-month replacement contact lenses.

Medical Problems	ICD-9-CM Diagnosis Code
Hypermetropia	367.0
Myopia	367.1

Note: The Agency's opinion is that the prolonged use of overnight wear may increase the risk of corneal swelling and ulceration. Therefore, the Agency approves their use in limited situations where they are used as a therapeutic contact bandage lens or for aphakic clients. [Refer to WAC 182-544-0050]

Soft Toric Contact Lenses **[Refer to WAC 182-544-0400 (3)]**

The Agency covers soft toric contact lenses, without PA, for clients with astigmatism when the following clinical criteria are met:

- The eligible client's cylinder correction is plus or minus 1.0 diopter in at least one eye; and
- The eligible client has a spherical correction of plus or minus 6.0 diopters or greater in at least one eye.

Medical Problems	ICD-9-CM Diagnosis Code
Astigmatism	367.20 - 367.22

Exceptions to the Plus or Minus 6.0 Diopters Criteria

The Agency covers contact lenses, without PA, when the following clinical criteria are met. In these cases, the limitations (spherical correction of +/- 6.0 diopters or greater in at least one eye) do not apply:

- For eligible clients diagnosed with high anisometropia.
  - ✓ The eligible client's refractive error difference between the two eyes is at least plus or minus 3.0 diopters between the sphere or cylinder correction; and
  - ✓ Eyeglasses cannot reasonably correct the refractive errors.

Medical Problems	ICD-9-CM Diagnosis Code
High anisometropia	367.31

- Specialty contact lens designs for eligible clients who are diagnosed with one or more of the following:

Medical Problems	ICD-9-CM Diagnosis Code
Aphakia	379.31 743.35
Keratoconus	371.60-371.62 743.41
Corneal softening	371.23

- Therapeutic contact bandage lenses only when needed immediately after eye injury or eye surgery.

Replacement Contact Lenses – Lost or Damaged

[Refer to WAC 182-544-0400 (5)]

The Agency covers replacement contact lenses for eligible clients when lost or damaged.

Replacement Contact Lenses – Surgery/Medication/Disease

[Refer to WAC 182-544-0400 (6)]

The Agency covers replacement contact lenses for eligible clients, without PA, when all of the following clinical criteria is met:

- One of the following caused the vision change:
  - ✓ Eye surgery;
  - ✓ The effect(s) of prescribed medication; or
  - ✓ One or more diseases affecting vision**.**
- The client has a stable visual condition (see Definitions section – *stable visual condition*);
- The client's treatment is stabilized; **and**
- The lens correction has a 1.0 or greater diopter change in at least one eye between the sphere or cylinder correction. The previous and new refraction must be documented in the client's record.

Noncovered Hardware

What Is Not Covered? [WAC 182-544-0575]

The Agency does not cover the following:

- Executive style eyeglass lenses;
- Bifocal contact lenses;
- Daily and two week disposable contact lenses;
- Extended wear soft contact lenses, except when used as therapeutic contact bandage lenses or for aphakic clients;
- Custom colored contact lenses;
- Glass lenses;
- Nonglare or anti-reflective lenses;
- Progressive lenses;
- Sunglasses and accessories that function as sunglasses (e.g., "clip-ons"); and
- Upgrades at private expense to avoid the Agency's contract limitations. For example:
  - ✓ Frames that are not available through the Agency's contract; or
  - ✓ Noncontract frames or lenses for which the client or other person pays the difference between the Agency's payment and the total cost.

Note: A provider may request an exception to rule (ETR) for noncovered hardware as described in WAC 182-501-0160. Refer to WAC 182-502-0160 for rules on billing a client.

Coverage Table

Due to its licensing agreement with the American Medical Association, the Agency publishes only the official, brief CPT® procedure code descriptions. To view the entire description, please refer to your current CPT book.

Procedure Code	Modifier	Brief Description	PA?	Policy/ Comments	Maximum Allowable Fee
Contact Lens Services					
92071		Contact lens fitting for tx		1 fitting every 12 months –	On-line Fee Schedules*
92072		Fit contac lens for managmnt		2 fittings every 12 months. Limited to diagnosis range 371.60 to 371.62	
Spectacle Fitting fees, monofocal					
92340		Fitting of spectacles	No		On-line Fee Schedules
92352		Special spectacles fitting	No		
Spectacle Fitting fees, bifocal					
92341		Fitting of spectacles	No		On-line Fee Schedules
Spectacle Fitting fees, multifocal					
92342		Fitting of spectacles	No		On-line Fee Schedules
92353		Special spectacles fitting	No		
Other					
92354		Special spectacles fitting	Yes		On-line Fee Schedules
92355		Special spectacles fitting	Yes		
92370		Repair & refitting spectacles	No		
92371		Repair & refitting spectacles	No		
92499		Eye service or procedure	No		

Note: Fitting fees are *not* currently covered by Medicare and may be billed directly to the Agency without attaching a Medicare denial.

***Note:** To view the Agency's maximum allowable fees for any of these codes, download the agency Vision Care Fee Schedule.

Procedure Code	Modifier	Brief Description	PA?	Policy/ Comments	Maximum Allowable Fee
General Ophthalmological Services					
92002		Eye exam, new patient	No		On-line Fee Schedules*
92004		Eye exam, new patient	No		
92012		Eye exam established pat	No		
92014		Eye exam & treatment	No		
Special Ophthalmological Services					
92015		Refraction	No		On-line Fee Schedules
92018		New eye exam & treatment	No		
92019		Eye exam & treatment	No		
92020		Special eye evaluation	No		
92025		Corneal topography	Yes		
92025	TC	Corneal topography	Yes		
92025	26	Corneal topography	Yes		
92060		Special eye evaluation	No		
92060	TC	Special eye evaluation	No		
92060	26	Special eye evaluation	No		
92065		Orthoptic/pleoptic training	Yes		
92065	TC	Orthoptic/pleoptic training	Yes		
92065	26	Orthoptic/pleoptic training	Yes		
92081		Visual field examination(s)	No		
92081	TC	Visual field examination(s)	No		
92081	26	Visual field examination(s)	No		
92082		Visual field examination(s)	No		
92082	TC	Visual field examination(s)	No		
92082	26	Visual field examination(s)	No		

***Note:** To view the Agency's maximum allowable fees for any of these codes, download the Agency Vision Care Fee Schedule

Procedure Code	Modifier	Brief Description	PA?	Policy/ Comments	Maximum Allowable Fee
92083		Visual field examination(s)	No		On-line Fee Schedules*
92083	TC	Visual field examination(s)	No		
92083	26	Visual field examination(s)	No		
92100		Serial tonometry exam(s)	No		
92120		Tonography & eye evaluation	No		
92130		Water provocation tonography	No		
92135		Opthalmic dx imaging	No		
92135	TC	Opthalmic dx imaging	No		
92135	26	Opthalmic dx imaging	No		
92136		Ophthalmic biometry	No		
92136	TC	Ophthalmic biometry	No		
92136	26	Ophthalmic biometry	No		
92140		Glaucoma provocative tests	No		

***Note:** To view the Agency's maximum allowable fees for any of these codes, download the Agency Vision Care Fee Schedule

Procedure Code	Modifier	Brief Description	PA?	Policy/ Comments	Maximum Allowable Fee
Ophthalmoscopy					
92225		Special eye exam, initial	No		On-line Fee Schedules*
92226		Special eye exam, subsequent	No		
92230		Eye exam with photos	No		
92235		Eye exam with photos	No		
92235	TC	Eye exam with photos	No		
92235	26	Eye exam with photos	No		
92240		Icg angiography	No		
92240	TC	Icg angiography	No		
92240	26	Icg angiography	No		
92250		Eye exam with photos	No		
92250	TC	Eye exam with photos	No		
92250	26	Eye exam with photos	No		
92260		Ophthalmoscopy/ dynamometry	No		

***Note:** To view the Agency's maximum allowable fees for any of these codes, download the Agency Vision Care Fee Schedule

Procedure Code	Modifier	Brief Description	PA?	Policy/ Comments	Maximum Allowable Fee
Other Specialized Services					
92265		Eye muscle evaluation	No		On-line Fee Schedules
92265	TC	Eye muscle evaluation	No		
92265	26	Eye muscle evaluation	No		
92270		Electro-oculography	No		
92270	TC	Electro-oculography	No		
92270	26	Electro-oculography	No		
92275		Electroretinography	No		
92275	TC	Electroretinography	No		
92275	26	Electroretinography	No		
92283		Color vision examination	No		
92283	TC	Color vision examination	No		
92283	26	Color vision examination	No		
92284		Dark adaptation eye exam	No		
92284	TC	Dark adaptation eye exam	No		
92284	26	Dark adaptation eye exam	No		
92285		Eye photography	No		
92285	TC	Eye photography	No		
92285	26	Eye photography	No		
92286		Internal eye photography	No		
92286	TC	Internal eye photography	No		
92286	26	Internal eye photography	No		
92287		Internal eye photography	No		

***Note:** To view the Agency's maximum allowable fees for any of these codes, download the Agency Vision Care Fee Schedule

Procedure Code	Modifier	Brief Description	PA?	Policy/ Comments	Maximum Allowable Fee
Contact Lens Services					
92310		Contact lens fitting	No		On-line Fee Schedules*
92311		Contact lens fitting	No		
92312		Contact lens fitting	No		
92313		Contact lens fitting	No		
Ocular Prosthesis Please refer to the current Agency *Prosthetic and Orthotic Devices Meidciad Provider Guide* for more information on coverage for ocular prosthetics.					
Contact Lens Services					
92314		Prescription of contact lens	No		On-line Fee Schedules
92315		Prescription of contact lens	No		
92316		Prescription of contact lens	No		
92317		Prescription of contact lens	No		

***Note:** To view the Agency's maximum allowable fees for any of these codes, download the Agency Vision Care Fee Schedule

Authorization

Note: Please see the Agency *ProviderOne Billing and Resource Guide* for more information on requesting authorization.

General Guidelines [Refer to WAC 182-544-0560]

- The Agency requires providers to obtain authorization for covered vision hardware as required in Chapters 182-501 and 182-502 WAC, Medicaid provider guides, or when the required clinical criteria are not met. [**WAC 182-544-0560 (1)]**
- Please note that authorization requirements are not a denial of service.
- When a service requires authorization, the provider **must properly request** written authorization in accordance with the Agency's rules and Medicaid provider guides.
- When the provider does not properly request authorization, the Agency returns the request to the provider for proper completion and resubmission. The Agency does not consider the returned request to be a denial of service.
- Upon request, a provider must provide documentation to the Agency showing how the client's condition met the criteria for PA and EPA.
- The Agency's authorization of service(s) does not necessarily guarantee payment.

Prior Authorization

Prior authorization (PA) is a form of authorization used by the provider to obtain the Agency's written approval for a specific vision hardware. The Agency's approval is based on medical necessity and must be received before the service(s) are provided to clients as a precondition for payment.

Limitation Extensions [Refer to WAC 182-544-0560 (6)]

The Agency evaluates requests for authorization of covered vision hardware that exceed limitations within this guide on a case-by-case basis in accordance with WAC 182-501-0169.

The provider must justify that the request is medically necessary for that client.

> **Note:** Requests for limitation extensions must be appropriate to the client's eligibility and/or program limitations. Not all eligibility programs cover all services.
>
> **For example**: Eyeglasses are not covered under the Family Planning Only Program.

Requesting a Limitation Extension

There are two ways to request a limitation extension:

1) ***Complete*** the **Vision Care Authorization Request form, 13-739.** This form is required for any vision hardware authorization request; or

2) Follow the EPA process for certain limitation extensions by using an EPA number. These EPA numbers will be subject to post payment review as in any other authorization process.

   The written request must state the following:

   1. The client's name and ProviderOne Client ID;
   2. The provider's full name, NPI and fax number;
   3. Additional service(s) requested;
   4. Date of last dispensing and copy of last two prescriptions;
   5. The primary diagnosis code and applicable procedure code; and
   6. Client-specific clinical justification for additional services.

   Send your written request to the Agency (see *Important Contacts* section).

> **Note**: To **download** a Vision Care Authorization Request form, 13-739, or General Information for Authorization form, 13-835, visit the Agency Medicaid Forms.

Expedited Prior Authorization (EPA)

[Refer to WAC 182-544-0560]

The expedited prior authorization (EPA) process allows providers to apply the Agency's clinical criteria and certify medical necessity. The Agency establishes clinical criteria and identifies the criteria with specific codes. Providers then create an EPA number using those authorization codes.

To bill the Agency for diagnoses, procedures and services that meet the EPA criteria on the following pages, the provider must **create a 9-digit EPA number.** The first six digits of the EPA number must be **870000**. The last 3 digits must be the code assigned to the diagnostic condition, procedure, or service that meets EPA criteria. Enter the EPA number in field **23** on the hard copy billing form, or in the *Authorization* or *Comments* field when billing electronically.

Example: The 9-digit authorization number for an exam for a client, who has had an exam 20 months ago but just had eye surgery, would be **870000622.**

870000 = first six digits of all expedited prior authorization numbers
622 = last three digits of an EPA number indicating the service and which criteria the case meets

- The Agency denies payment for vision hardware claims submitted without the required EPA number, or the appropriate diagnosis, procedure code, or service as indicated by the last three digits of the EPA number.
- The Agency may recoup any payment made to a provider if the Agency later determines that the service was not properly authorized or did not meet the EPA criteria. Refer to WAC 182-502-0100(1)(c) and WAC 182-544-0560(7).
- When a client's situation does not meet the EPA criteria for vision hardware a provider must request prior authorization.

See Expedited Prior Authorization Criteria Coding List on next page…

Washington State
Expedited Prior Authorization Criteria Coding List
Use these codes on claims forwarded to the Agency and the Agency's contractor

Code	Criteria	Code	Criteria

Specialty Frames

611 **Miraflex Frames** when all of the following clinical criteria are met:

- The client is less than 5 years of age; and
- The provider has documented the reason(s) that the standard Airway Optical frame is not suitable for the client.

619 **Durable Frames** - when the provider documents in the client's record that the client has a diagnosed medical condition that has contributed to two or more broken eyeglass frames in a 12-month period.

620 **Flexible Frames** - when the provider documents in the client's record that the client has a diagnosed medical condition that has contributed to two or more broken eyeglass frames in a 12-month period.

Replacement Eyeglass Lenses

622 **Replacement eyeglass lenses - Due to eye surgery/effects of prescribed medication/diseases affecting vision** – within one year of last dispensing when:

1) The client has a stable visual condition (see the *Definitions & Abbreviations* section); **and**
2) The client's treatment is stabilized; **and**
3) The lens correction must have a 1.0 or greater diopter change between the sphere or cylinder correction in at least one eye; **and**
4) The provider documents the previous and new refractions in the client record.

Eyeglass Lenses (cont.)

624 **Replacement eyeglass lenses – Due to headaches/blurred vision/difficulty with school or work -** within one year of last dispensing, for refractive changes (provider error is the responsibility of the provider to warranty their work and replace the lens at no charge) when the provider documents **all** of the following in the client's record:

1) The client has symptoms e.g., headaches, blurred vision, difficulty with school or work; **and**
2) Copy of current prescription; **and**
3) Date of last dispensing, if known; **and**
4) Absence of a medical condition that is known to cause temporary visual acuity changes (e.g. diabetes, pregnancy); **and**
5) A refractive change of at least .75 diopter or greater between the sphere or cylinder correction in at least one eye.

625 **High index eyeglass lenses -** when the provider documents **one** of the following in the client's record:

1) A spherical refractive correction of +\- 6.0 diopters or greater; **or**
2) A cylinder correction of +\- 3.0 diopters or greater.

Note: See the current Agency *Physician-Related Services/Healthcare Professional Services Medicaid Provider Guide*, to locate EPA numbers for blepharoplasties and strabismus surgery.

Where and How Do I Order?

Who Is the Agency's Eyeglass Contractor?

The Agency's vision hardware contractor is Airway Optical, which is part of the Washington State Department of Correctional Industries.

Providers must obtain all hardware through Airway Optical. The Agency does **not** pay any other optical manufacturer or provider for frames, lens, or contact lenses.
[Refer to WAC 182-544-0150]

Send order to:

Send or fax completed prescriptions and/or purchase orders for sample kits, eyeglass frames, eyeglass lenses, and contact lenses to:

Airway Optical

11919 West Sprague Avenue
PO Box 1959
Airway Heights, WA 99001-1959
Customer Service: 1-888-606-7788 (toll free)
Fax: 1-888-606-7789 (toll free)

General Ordering Information

- **Call Airway Optical for prescription order forms,** toll-free–
  Phone: 1-888-606-7788 or Fax: 1-888-606-7789.

- **For timely processing, all information on the prescription must be complete and legible**.

- Mail or fax eyeglass orders, along with a copy of the medical eligibility verification (MEV), to the contractor. Airway Optical requires that each fax page be legible. Keep a copy of the order on file, along with the fax transmittal.

- Include the appropriate ICD-9-CM diagnosis code (and EPA number, if applicable) on all order forms for eyeglasses and contact lenses. If this information is not included on the form, the contractor is required to reject and return the order.

- Airway Optical rejects and returns orders for clients for whom the Agency has already purchased a pair of lenses and/or complete frames or contact lenses within the applicable benefit period (12 or 24 months, as appropriate).

- The Agency requires Airway Optical to process prescriptions within 15 working days, including shipping and handling time, after receipt of a **properly** completed order. The Agency allows up to 20 working days for completing orders for specialty eyeglass lenses or contact lenses. Airway Optical must notify the provider when a prescription cannot be processed within either of these specified delivery timeframes.

- To obtain general information, or to inquire about overdue prescriptions, call Airway Optical at 1-888-606-7788 or fax the request to Airway optical at 1-888-606-7789. Please have the medical record number ready when you call. **The phone number for Airway Optical is for provider use only**. Airway Optical cannot check a client's eligibility. For questions regarding client eligibility, call the Agency at 1-800-562-3022.

- Airway Optical ships the eyeglasses to the provider.

- Airway Optical bills the Agency directly for all hardware for medical assistance clients.

Note: If a client does not return to the provider's office to pick up eyeglasses, then the provider should do the following:

- Keep the completed pair of eyeglasses for three months;
- Make a good faith effort (a minimum of three attempts) to contact the client; and
- After the above conditions are met, the provider must return the eyeglasses to the Agency's designated supplier.

Billing and Claim Forms

What Are the General Billing Requirements?

Providers must follow the Agency *ProviderOne Billing and Resource Guide*. These billing requirements include, but are not limited to:

- Time limits for submitting and resubmitting claims and adjustments;
- What fee to bill the Agency for eligible clients;
- When providers may bill a client;
- How to bill for services provided to primary care case management (PCCM) clients;
- Billing for clients eligible for both Medicare and Medicaid;
- Third-party liability; and
- Record keeping requirements.

Special Instructions for Vision Hardware

Special Ophthalmological Services - Bilateral Indicator: The Agency considers special ophthalmological services to be bilateral if they are routinely provided on both eyes. This includes CPT code 92015, determination of refractive state**.** Do not use bilateral modifier 50 or modifiers LT and RT for these services since payment is based on a bilateral procedure.

Billing for Ocular Prosthetics: Refer to the Agency's Physician-Related Services Fee Schedule for a complete list of CPT codes and maximum allowable fees. Refer to the Agency Vision Care Services Fee Schedule for HCPCS procedure codes and maximum allowable fees.

Reporting Diagnoses: The Agency requires a diagnosis for a medical condition. The diagnosis assigned to a procedure is the first-level justification for that procedure.

> **Note**: Use ICD-9-CM diagnosis code V72.0 (Examination of eyes and vision) only for eye exams in which no problems were found.

E & M Procedure Codes: Use evaluation and management (E&M) codes for eye examinations for a medical problem, **not** for the prescription of eyeglasses or contact lenses. ICD-9-CM diagnosis codes 367.0-367.9 and "V" codes are **not** appropriate when billing E&M services.

The Agency does not pay for:

- E&M codes and an eye exam on the same day;
- Nursing home visits and an eye exam on the same day; or
- Any services with prescriptions over two years old.

Modifier 55 for Optometrists: When billing follow-up for surgery procedures, use the surgery code and modifier 55 to bill the Agency.

- **Billing:** Since payment for the surgical procedure codes with modifier 55 is a one-time payment covering the postoperative period, the Agency denies any claims submitted for related services provided during that period. You must bill any other specific problems treated during that period using modifier 25.

- **Payment:** The amount allowed for postoperative management is based on the Physician-Related/Professional and Emergent Oral Healthcare Services Fee Schedule.

Billing for Vision Hardware Provided to Clients Eligible for Both Medicare Part B and Medicaid

- Bill the Agency for refractions and fitting fees. Medicare does not currently cover these services.

- Refer to the Agency ProviderOne Billing and Resource Guide for up-to-date information on billing for clients eligible for Medicare and Medicaid.

Completing the CMS-1500 Claim Form

Note: Refer to the Agency *ProviderOne Billing and Resource Guide* for instructions on completing the CMS-1500 claim form.

Payment

[Refer to WAC 182-544-0600]

Payment Information

- To receive payment, vision care providers must bill the Agency according to the conditions of payment found in this guide. See *Billing and Claim Forms* Section of this guide, for more information.

- The Agency pays 100% of the Agency contract price for covered eyeglass frames, lenses, and contact lenses when these items are obtained through the Agency's approved contractor. See *Where and How Do I Order?,* Section E, for more information.

Fee Schedule

You may access the agency Vision Hardware for Clients 20 Years of Age and Younger Fee Schedule.