



To: Vision Providers
From: IEHP – Provider Relations
Date: April 16, 2021
Subject: **FAQs on Temporary Exception to Lens Fabrication During the PHE**

To provide clarity regarding the Temporary Exceptions to Lens Fabrication during the Public Health Emergency (PHE), Inland Empire Health Plan (IEHP) has developed the Frequently Asked Questions (FAQs) below to assist our Providers based on the feedback and inquiries received.

Q: How were Providers notified of exception?

A: Please refer to the Temporary Exceptions to Lens Fabrication During the Public Health Emergency (PHE) blast fax located on IEHP website at:
<http://www.iehp.org/> > For Providers > Plan Updates > Correspondences

Q: When will exception allowance period begin?

A: April 1, 2021 through July 31, 2021.

Q: Who is eligible for manufacturing payment?

A: Only Providers who have a lab within their own facility.

Q: Which Line of Business meets the exception requirement?

A: Medi-Cal Members who meet the criteria for prescription glasses only.

Q: What does the PHE have to do with Prison Industry Authority (PIA)?

A: The California PIA operates two optical laboratories within the State of California. PIA provides prescription eyewear to the Medi-Cal Program. Due to COVID-19 the facility has been forced to shut down all production of glasses from time to time. This has caused unforeseen delays and backlog on glasses production.

Q: Does the Provider need an authorization to manufacture glasses in their own office?

A: Yes, the authorization process remains the same. Providers can log in to the Secure IEHP Provider portal or utilize the Faxed VER located at:
www.iehp.org > For Providers > Provider Resources > Forms > Vision > Vision Exception Requests (VER) Form (PDF)

Q: Who will pay the internal office lab?

A: The Optometrist who bills IEHP will bill for both dispensing and manufacturing codes. IEHP will make one consolidated payment and the Provider office will make the split internally.

Q: What if the code I need is not listed in the Portal dropdown?

A: Providers can submit a faxed VER. This form is available at:

www.iehp.org > For Providers > Provider Resources > Forms > Vision > Vision Exception Requests (VER) Form (PDF)

Q: What are the Medi-Cal rates?

A: Please refer to the Medi-Cal website for most up to date code by code payment details.

https://files.medi-cal.ca.gov/Rates/rates_range_display.aspx

Q: What if I do not have a lab in my office?

A: IEHP will review requests for Unique Optical or Express Lab on a case by case basis.

Q: Does IEHP have to approve every request for private lab usage for Unique or Express Lens Lab?

A: Yes.

Q: When would Providers send orders to both PIA and Private lab?

A: The standard process is to send Medi-Cal orders to PIA first. However if the glasses are delayed beyond standard timeframes, an exception can be requested. Ordering the same glasses at Unique or Express Lens Lab would require a second referral from IEHP and a second frame to be sent to new lab. IEHP will reimburse Provider for both frames if approved.

Q: When can a Private Lab exception be requested prior to sending order to PIA?

- A:
- Any Provider who does not have the necessary materials to manufacture at their own facility. IEHP will not pay for outside ordered materials.
 - Members prescription is too high for PIA.
 - Member has exceeded order limit at PIA.
 - Any Provider who considers glasses urgent for Member, as stated but not limited to below criteria.
 - Member's life can be jeopardized.
 - Member's health can be jeopardized.
 - Member's ability to regain maximum function is jeopardized.

Q: Why are below details required when Provider is requesting an exception due to delayed order?

- **Member's First and Last Name**
- **Date of Birth**
- **PIA Rx Number**

- **Date when eyeglasses were ordered from PIA**
- **Reason for exception request**

A: Per Medi-Cal state guidelines, the standard process is to send orders to PIA. However, if PIA is experiencing delays, a private lab can be requested. IEHP will review on a case-by-case basis. The required information is for tracking and reporting purposes.

Q: If the Provider fabricates at their own lab, can they select to manufacture in-house or send request to PIA?

A: Yes, however, if Providers are unable to manufacture glasses at their own lab due to limitations to the type of lenses needed, they can request approval from IEHP to use one of the private labs. All orders must be sent to PIA, unless specifically pre-approved by IEHP to send to a private lab.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

www.iehp.org > Providers > Plan Updates > Correspondences **or**

www.iehp.org > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.