

If you are unable to read this message or see the images, [view it online](#)



March Outlook

UnitedHealthcare® | March® Vision Care
updates and vision industry information



Important 2025 vision plan updates

Stay informed about member benefit changes for the new year.

[Review updates](#) 

Action required to maintain [providers.eyesynergy.com](#) access

Update your sign-in methods to maintain uninterrupted access.

[Update your info](#) 

An Inside Look



Customer Service holiday schedule

Need practice support around the holidays? Please use the following list of our modified customer service hours* to reach us:

Tuesday, Dec. 24: 6 a.m.–5 p.m. CT

Wednesday, Dec. 25: Closed

Thursday, Dec. 26: Reopen at 6 a.m. CT

Tuesday, Dec. 31: 6 a.m.–5 p.m. CT

Wednesday, Jan. 1: Closed

Thursday, Jan. 2: Reopen at 6 a.m. CT

We hope you, your staff and your family have a safe and happy holiday season!

**Customer Service will be open in accordance with all state guidelines and regulations, including California, Idaho, Illinois, Indiana, Kentucky, Michigan, Mississippi, Nebraska, Ohio, South Carolina and Texas.*

Check out our new Provider Training Academy

Explore our new [Provider Training Academy](#) to find interactive courses, educational resources and tools and free COPE Accredited CE courses designed to inform and support your practice.

[Learn more](#) 

Review and validate your provider information on providers.eyesynergy.com

Federal and/or state regulations require that you help ensure the accuracy of your provider directory information. Provider locations should sign in to providers.eyesynergy.com, at a minimum every 90 days, to review and validate or update your provider information to ensure accurate directory records. If you have not done so recently, please complete this requirement. If you don't validate or

update provider directory information, we may have to remove you from the directory.

In focus



New Social Determinants of Health (SDOH) and Eye Health COPE-accredited CE course

Course includes how SDOH affects eye health, covers screening tools and how to improve the patient and provider experience.

[Take the course](#) 

Lab spotlight: New modern optical frames available

See the large collection of new, fashionable frames offered in our Freedom of Choice program.

[See more](#) 

Submit Coordination of Benefit (COB) claims online

Submit claims with required coordination of benefits (COB) directly on providers.eyesynergy.com. If you need to add attachment(s), you can upload up to 5 (PDF, JPEG and JPG) with a 3mb/file limitation. For more details, including how to add COB attachments, please take our [COB self-guided training course](#) in our new Provider Training Academy.

[Take the course](#) 



January is National Glaucoma Awareness Month

January is National Glaucoma Awareness Month. Spread the word about how regular eye exams can help prevent the irreversible damage caused by glaucoma.

[Read more](#) 

State news



California providers: Complete required annual compliance and fraud, waste and abuse training

Per state requirements, all California providers must complete the **UnitedHealthcare Vision's compliance and fraud, waste and abuse training** and attest every year. Please note you only need to attest once per year to fulfill this requirement.

Louisiana providers: Opt in to join our lab network

New opportunity to amend your current Provider Services Agreement to join our lab network.

[Learn more](#) 

Minnesota providers: UnitedHealthcare Community Plan termination on Jan. 1

Effective Jan. 1, 2025, UnitedHealthcare Community Plan will no longer be a participating plan in our UnitedHealthcare Community

Vision Network / March Vision Network. The health plan has notified all members impacted by this change and encouraged them to select a new plan.

[Learn more](#) 

New Mexico providers: UnitedHealthcare Dual Complete[®] (Medicare) benefit plan

We've added the UnitedHealthcare Dual Complete[®] (Medicare) benefit plan in New Mexico, effective Jan. 1, 2025. As a participating provider in our vision networks, you may start seeing these Medicare members starting Jan. 1, 2025. A complete benefit summary of the [UnitedHealthcare Dual Complete[®] benefit plan](#) in New Mexico is available now. Please remember to verify eligibility and benefits before rendering services.

Virginia providers: Children's vision exam with refraction – code and rate change

Effective July 1, 2024, providers should use HCPCs S0620 to bill for children's routine eye exams including refraction for a new patient. Providers are also eligible to void previously paid claims and rebill claims using HCPCS S0620, as appropriate (i.e., for children's vision exams meeting the service description above, for dates of service on and after July 1, 2024).

Please refer to the Department of Medical Assistance Services (DMAS) Practitioner Manual, Chapters IV and V for information regarding vision coverage and billing instructions. Rates for vision CPT[®] and HCPCS codes are posted on the [DMAS website](#).

Washington providers: UnitedHealthcare Community Plan - Apple Health Medicaid benefit plan

We currently administer the vision benefits for UnitedHealthcare Community Plan - Apple Health Medicaid members in Washington. These members currently have a \$100 allowance for a single pair of frames and lenses every 2 years (age 21 and older). As a participating provider in our vision networks, we want to remind you to please review the complete benefit summary of the [UnitedHealthcare Community Plan – Apple Health benefit plan](#) to ensure you are aware of all covered benefits. It's important to always verify eligibility and benefits before rendering services to each patient.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

PCA-1-24-03404-DHV-EM_12032024

© 2025 United HealthCare Services, Inc. All Rights Reserved.

This is a message from UnitedHealthcare. You are receiving this email because you are either a registered user of [UHCprovider.com](#) or have contracted or subscribed to receive email communications from UnitedHealthcare. We respect your right to privacy. Visit our website to read our [Privacy Policy](#) and [Security Notice](#).



This email was sent by:
UnitedHealthcare
9700 Health Care Lane, Minnetonka, MN 55343 USA

[Contact Information](#) | [Email Preferences](#) | [Unsubscribe](#)

Please do not reply to this email address; this mailbox is used for outbound email only.