

Ophthalmology Provider Transition

Quick Reference Guide

Functional Area	HOMESTATE HEALTHPLAN MEDICAL EYE CARE Ophthalmology	ENVOLVE BENEFIT OPTIONS ROUTINE VISION Ophthalmology, Optometry, Opticians
Provider Enrollment (Contracting / Credentialing)	<p>To contract with Home State Health Plan for all Ophthalmology medical eye care services. Visit Home State Health Plan's website and fill out a request to join our network application today.</p> <p>Request to Join link: https://www.homestatehealth.com/providers/join-our-network.html</p> <p>Add practitioners to your existing contract link; https://www.homestatehealth.com/providers/provider-toolkit.html</p>	<p>Submit all routine vision, Optometry medical services, and hardware claims to Envolve Vision.</p> <p>To contract with Envolve Vision for routine eye, Optometry medical services, or hardware please visit Envolve Vision's website and submit a Network Management inquiry form.</p> <p>Web Address: https://visionbenefits.envolvehealth.com/joinus.aspx</p>
Claims – Electronic Claims Payor ID	68069	56190
Claims – Claims Submission	<p>Medicaid Home State Health Plan P.O. Box 4050 Farmington, MO 63640</p> <p>Medicare Attn: Allwell P.O. Box 3060 Farmington, MO 63640-3822</p> <p>Ambetter Attn: Ambetter P.O. Box 5010 Farmington, MO 63640</p>	<p>Envolve Vision, Inc. PO Box 7548 Rocky Mount, NC 27804</p>
Claims – Claim Reconsideration Requests	<p>The reconsideration process is now all online for ease of use:</p> <ul style="list-style-type: none"> • Make your case. Submit reconsideration comments using expanded text fields. • Add context. Easily attach documentation when you file a reconsideration. • Stay current. Opt in/out for reconsideration status change emails. <p>Login here: https://www.homestatehealth.com/login.html</p>	<p>Envolve Vision, Inc. Attn: Appeals and Grievances PO Box 7548 Rocky Mount, NC 27804</p>

Provider Services – Claims Inquiries	<p>Home State Health (Medicaid): 855-694-4663 Allwell from Home State Health (Medicare/HMO): 855-766-1452 Allwell from Home State Health (Medicare/D-SNP) 833-298-3361 Ambetter from Home State Health (Marketplace): 855-650-3789</p>	<table border="1"> <thead> <tr> <th>Line of Business</th> <th>Toll Free #</th> </tr> </thead> <tbody> <tr> <td>Allwell</td> <td>1-844-242-8188</td> </tr> <tr> <td>Ambetter</td> <td>1-844-529-5662</td> </tr> <tr> <td>Medicaid</td> <td>1-877-865-1785</td> </tr> </tbody> </table>	Line of Business	Toll Free #	Allwell	1-844-242-8188	Ambetter	1-844-529-5662	Medicaid	1-877-865-1785
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Provider Relations/ Account Management	<p>Home State Health offers assistance through our secure provider portal, by email, or by calling a provider services representative. In addition, Home State Health offers dedicated Provider Network Specialists located in field offices across Missouri.</p> <p>Please visit our secure portal or contact Provider Services for all Claim Inquiries:</p>	<p>Involve Vision’s Customer Service team will assist with questions regarding the transition</p>								
Provider Education/ Resource Materials	<p>Web Address: https://www.homestatehealth.com/providers/tools-resources.html</p>	<p>Web Address: https://visionbenefits.envolvehealth.com/forms.aspx</p>								
Provider Web Portal	<p>Web Address: https://www.homestatehealth.com/login.html</p>	<p>Web Address: https://visionbenefits.envolvehealth.com/logon.aspx</p>								
Prior Authorization	<p>Web Portal Address: https://www.homestatehealth.com/ https://www.ambetter.homestatehealth.com https://www.allwell.homestatehealth.com</p> <p>Phone number(s): Home State Health: 855-694-4663 Ambetter: 855-650-3789 Allwell (HMO): 855-766-1452 Allwell (D-SNP): 833-298-3361</p> <p>Fax number(s): Home State Health: 855-286-1811 Ambetter: 855-690-5433 Allwell: 844-280-2630</p>	<p>Optometry medical services administered by Involve Vision are subject to Involve Vision’s policies and authorization requirements.</p> <p>Prior authorization requests are accepted via electronic mail, facsimile transmission or via Involve Vision’s secure Provider Portal</p> <p>Web Portal: https://visionbenefits.envolvehealth.com/ Email: umauthorization@EnvolveHealth.com Fax: 1-877-865-1077</p>								
Medical Necessity Appeals	<p>Medical Necessity Appeals are accepted via mail or fax. “Web Portal Appeal function currently not available”</p> <p>Home State Health Appeals Department 11720 Borman Dr. St. Louis, MO 63146</p> <p>Fax: Home State: 877-309-6762 Ambetter: 855-805-9812</p> <p>Allwell: Allwell from Home State Health Attn: Appeals and Grievance</p>	<p>Medical necessity appeals for Optometry medical services are accepted via mail, phone, or fax.</p> <p>Involve Vision, Inc. Attn: Appeals and Grievances PO Box 7548 Rocky Mount, NC 27804 Phone: 1-800-465-6972 Fax: 1-877-865-1077</p>								

	7700 Forsyth Blvd. St. Louis, MO 63105 Fax: 1-844-273-2671	
Provider Complaints	Home State HealthPlan ATTN: Complaints Department 11720 Borman Drive St. Louis, MO 63146	Envolve Vision, Inc. Attn: Appeals and Grievances PO Box 7548 Rocky Mount, NC 27804