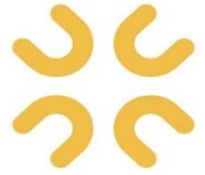


Provider FAQs



News and Information

Dec. 9, 2021

Eye-Kraft/UCare Supplemental Eyewear Benefit FAQs

What is the new arrangement? Eyewear supplemental benefits for UCare's Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare (Special Needs BasicCare with Medicare) members will be available **exclusively** through Eye-Kraft beginning Jan. 1, 2022.

What UCare plans does this arrangement apply to? UCare's MSHO and UCare Connect + Medicare

What services are included?

- V2750 – anti-reflective lens coating (Eye-Kraft's Clearkraft 2 or Clearkraft HEV)
- V2744 – photochromic tinting (lab choice based on best option for the prescription/lens style)
- V2745 – tinted lenses
- V2781 – progressive lenses

Which anti-reflective coatings are covered? Eye-Kraft's Clearkraft 2 or Clearkraft HEV

Which photochromic lens brands are covered? Lab choice selected on the best option for the patient's prescription and lens style.

What is the frequency of benefit? Each benefit can be used one time per two years.

Will UCare pay for replacement photochromic lenses, anti-glare coating or progressive lenses due to having eyeglasses lost, stolen, broken etc. within the two years? Exceptions to frequency of benefit coverage are possible for loss, theft or breakage. Provider should submit claim, and UCare will follow up with provider for additional documentation, if needed.

What if member has a medically necessary update (prescription change, new diagnosis) to eyewear? Exceptions to frequency of benefit coverage is possible for medical necessity. Provider should submit claim, and UCare will follow up with provider for additional documentation, if needed.

Is this coverage subject to medical necessity requirements? No, and it is not limited to specific diagnoses.

Is prior authorization required? No.

How do providers order these services? Providers send in orders via Eye-Kraft's online portal, orders.eyekraft.com or by mailing or faxing approved UCare forms from Eye-Kraft to:

Eye-Kraft

8 Mclelad Rd.

St. Cloud, MN, 56303

FAX # 1-800-950-7070

For assistance with ordering or getting set up in the online portal, please call Jeanie at Eye-Kraft, 320-281-2617, or email jtorgerson@eyekraft.com.

Are services received from other providers (non-Eye-Kraft) covered? No. Claims received from other providers for supplemental coverage of these codes for MSHO and UCare Connect + Medicare members may be denied.

Can providers bill UCare MSHO or UCare Connect + Medicare members for denied claims? No.

Who should providers call if they have questions? Questions should be directed to:

UCare: Provider Assistance Center at 1-888-531-1493

Eye-Kraft: Jeanie Torgerson at 320-281-2617 or jtorgerson@eyekraft.com