

# block vision

## PROVIDER ☆ NEWSLETTER

Volume 13, Issue 1 – April 2008

### NATIONAL PROVIDER IDENTIFIER (NPI) COMPLIANCE DATE: MAY 23, 2008



#### Information for Block Vision Providers

In keeping with industry-wide practice, Block Vision is requiring that the NPI be used for all claim submissions (electronic and paper) for services rendered on and after May 23, 2008. Claims submitted without the NPI will not be processed (the NPI will be required for log-in for all claims submitted through Block Vision's website, and the NPI and your Block Vision Location Number must be included on the paper claim).

Additionally, effective May 23, 2008, the NPI will be required when obtaining eligibility verification through Block Vision's website, Voice Response Unit and Member Services department.

#### Information for Block Vision of Texas Providers

In keeping with industry-wide practice and HHSC and TMHP requirements, for services rendered on and after May 23, 2008, Block Vision of Texas is requiring that the NPI be used for all claim submissions (electronic and paper) and the TPI also be included on all paper claims. The NPI will be required for log-in for all claims submitted through Block Vision's website. Paper claims without both the NPI and TPI will not be processed (your NPI must be included in Box 33a, your TPI must be included in Box 33b, and your Block Vision Location Number must be included in Box 32b of the paper claim form).

Additionally, effective May 23, 2008, the NPI will be required when obtaining eligibility verification through Block Vision's website, Voice Response Unit and Member Services department.

Please be reminded that TMHP requires that you attest your NPI to each of your current TPIs. You will have one NPI but may have multiple TPI numbers. You must attest each TPI number. If you have not already done so, you need to complete the attestation process as soon as possible. TMHP has created a page on the TMHP website ([www.tmhp.com](http://www.tmhp.com)) for this purpose.

#### ***In This Issue:***

- NPI – May 23, 2008 Compliance Date
- Annual Provider Satisfaction Survey
- Block Vision & Block Vision of Texas Performance Standards
- Verifying your information on file with Block Vision

#### Verifying the NPI Block Vision has on File for You

If you would like to confirm that the NPI we have on file for you is correct, please call our NPI Hotline and leave a message with the following information: your full name, Block Vision Provider Number, NPI and the fax number to which you would like us to reply. You can reach Block Vision's NPI Hotline at 800-243-1401, ext. 1040.

You may also confirm the accuracy of information that Block Vision has on file for you (including your NPI) by logging in to the Block Vision website. See Page 4 for more information.

If you have not obtained your NPI, you should apply immediately. You may access the CMS link on the Provider Relations page of Block Vision's website ([www.blockvision.com](http://www.blockvision.com)) or you may visit the CMS website directly at [www.cms.hhs.gov](http://www.cms.hhs.gov). Please inform us of your assigned NPI upon receipt.

---

## ANNUAL PROVIDER SATISFACTION SURVEY

---

Block Vision and Block Vision of Texas are committed to achieving a high level of satisfaction among their contracted providers. To this end, they conduct annual Provider Satisfaction Surveys to obtain provider feedback. The Provider Satisfaction Survey form asks providers to rate Block Vision and Block Vision of Texas' administrative policies and procedures. Management then uses these survey results to evaluate operations and to identify opportunities for improvement.

We would like to take this opportunity to share the highlights of the 2007 survey results with you, rated on a scale from 1 (needs improvement) to 3 (very satisfied).

	Block Vision	Block Vision of Texas
Members are well informed	2.4	2.4
Block Website	2.3	2.3
Claims Administration	2.0	2.1
Helpfulness & Professionalism	2.0	2.1
Provider Manual	2.1	2.1
Satisfaction as a Block Provider	2.0	2.0
VRU	1.9	2.0

Block Vision and Block of Texas are committed to continued improvement in provider satisfaction. The most significant improvement is noted in providers' satisfaction with the website. This increase reflects provider satisfaction with the Company's enhanced website that facilitates providers' ease of obtaining on-line eligibility verification and claims submission.

Additionally, Block Vision's enhancements to the VRU resulted in increased provider satisfaction.

We encourage you to participate in this year's survey in December and look forward to working with you toward continuous improvement.

---

## BLOCK VISION AND BLOCK VISION OF TEXAS PERFORMANCE STANDARDS

---

Block Vision and Block Vision of Texas have established standards to ensure that members have adequate access to appointments and that eyewear is made available timely. These standards are outlined in your [Provider Manual](#). We periodically perform Service Delivery Studies to measure compliance with our standards and consider each provider's results when making a recredentialing decision. The standards are listed below:

### Access: Appointment Wait Times

We require that our participating providers offer appointments to members within the following time frames:

- *Routine Vision Care* – within two weeks of the request.
- *Urgent Care* – within one day of the request i.e. on the same day or the next.
- *Emergency Care* – on the day of the request.

Almost 100% of the Block Vision and Block Vision of Texas participating providers that were evaluated in 2007 met the appointment wait time standards.

### Availability: Materials Turnaround Times

Block Vision and Block Vision of Texas require that eyewear ordered through a participating provider must be made available to the member within five business days from the date of an order.

The 2007 survey revealed that 100% of the Block Vision and Block Vision of Texas participating providers that were evaluated met the eyewear turnaround standard.

### Monitoring of Compliance

The Quality Management Department is responsible for monitoring to ensure that provider offices meet the specified standards. To measure compliance, the Quality Management Coordinator periodically calls provider offices and evaluates performance using the following approaches:

- *Appointment Wait Times*: The Quality Management Coordinator calls provider office staff and asks when the next appointment is available then scores compliance based on whether or not an appointment is scheduled within the access standards. Compliance with appointment wait times are generally monitored throughout the year and are monitored on a provider-specific basis at the time of recredentialing.
- *Eyewear Availability*: The Quality Management Coordinator faxes an information request to participating providers who furnished eyewear during the study period. He/she identifies specific patient encounters and asks when the eyewear was ordered and the date it was available for the patient to pick up. Compliance with eyewear turnaround times are generally monitored throughout the year and are monitored on a provider-specific basis at the time of recredentialing..

## Diabetic Eye Compliance

Block Vision has clinical protocols for the management of diabetic patients. The protocols are based upon the recommendations of the American Optometric Association and the American Academy of Ophthalmology to facilitate proper eye care for patients diagnosed with diabetes. Based upon these protocols Block Vision designed a study to measure providers' compliance with the management of patients with diabetes.

Although Block Vision can monitor through claims records which diabetic members are receiving eye care services, a medical record review is needed to determine if those services adhere to Block's clinical protocols. This is especially important given that the CPT coding system does not distinguish a dilated retinal examination from a non-dilated retinal examination (a dilated retinal examination is the standard of care for a diabetic patient). In addition to dilation, it is important to measure compliance with all of Block's protocols regarding an expanded patient history (to include information regarding the member's type and duration of diabetes, as well as medi-

ation), components of the ocular exam, the frequency of examinations based upon the severity of each member's retinopathy, and communication between the member's eye care provider and primary care physician.

The results of the 2007 study are below:

- Overall score for all providers: 98.9%
- Compliance with documenting diabetes presence: 98%
- Compliance with documenting chief complaint: 100%
- Compliance with documenting family history of diabetes: 75%
- Compliance with documenting type/duration of diabetes: 100%
- Compliance with documenting medication: 100%
- Compliance with performing ocular exam – iris: 100%
- Compliance with assessing Ocular exam – fundus: 100%
- Compliance with documenting other Diagnosis(es): 100%

- Compliance with documenting assessment and plan of care: 100%
- Compliance with legible records: 100%
- Compliance with including doctor signature: 100%

The 2007 study results indicate that overall, providers are compliant with Block Vision's clinical protocols for the management of diabetic patients. Areas for improvement include:

- Documenting family history of diabetes
- Documenting diabetes presence

A complete copy of Block Vision's clinical protocols are available on Block Vision's website at

[www.blockvision.com](http://www.blockvision.com).

We will continue to assess providers' compliance in 2008. Please help by responding to requests for copies of medical records.

## Comprehensive Eye Examination Compliance

Block Vision has clinical protocols for comprehensive eye examinations. The protocols are based upon the recommendations of the American Optometric Association and the American Academy of Ophthalmology to facilitate proper eye care. Based upon these protocols Block Vision designed a study to measure providers' compliance with components of a comprehensive eye examination. The results of the 2007 study are below:

- Overall score for all providers 98%
- 97% compliant with documenting case histories

- 100% compliant with assessing visual acuities
- 100% compliant with assessing ocular health
- 100% compliant with assessing preliminaries
- 100% compliant with assessing refraction
- 100% compliant with testing binocular coordination
- 100% compliant with assessing diagnosis/prognosis and patient instructions

The 2007 study results indicate that overall, providers are compliant with

Block Vision's clinical protocols for comprehensive eye exams. An area for improvement is:

- Documentation case histories

For a copy of Block Vision's comprehensive eye examination protocols, please consult Block Vision's Provider Manual or the clinical protocols available on Block Vision's website at

[www.blockvision.com](http://www.blockvision.com)

We will continue to assess providers' compliance in 2008. Please help by responding to requests for copies of medical records.

## USING THE BLOCK VISION WEBSITE TO VERIFY YOUR INFORMATION ON FILE

### Verifying Your Information on File with Block Vision

You can use the Block Vision website to verify the information Block Vision has on file for you, including your address, NPI number, Medicaid number, Medicare number and malpractice insurance information. Log-in to the Block Vision website, [www.blockvision.com](http://www.blockvision.com), and click on the "View My Info" link on the bottom left of the screen. Once you view your information, any needed changes may be sent to Block Vision by fax at the fax number on the screen or by email by clicking on the email link.

The screenshot shows a Windows Internet Explorer browser window titled "Crossroads - Windows Internet Explorer". The address bar displays "https://www.blockvision.com". The page content includes the "BENEFITS FORESIGHT" logo and the "block vision" logo. A sidebar on the left contains a list of navigation links: Eligibility Verification, Cancelled Eligibility Verification List, Eligibility Verification List, Contact History, Contact Us, Search Processed Claims, Frequent Questions, Enter Claims, Edit Web Claims, Member Search, My Page, and View My Info. The main content area is titled "My Information Details" and contains the following information:

Please email changes using the below link or fax to 443.451.6007  
[customersupport@blockvision.com](mailto:customersupport@blockvision.com)

Provider Name	DOCTOR TEST
Provider Address	120 W. FAYETTE STREET BALTIMORE, MD 21201
NPI Number	0987456321
Medicaid ID	1111111
Medicare ID	2222222
TPI Number	8888888
DEA Number	0000000
DEA Expiration Date	1/1/1900
CDS Number	6666666
CDS Expiration Date	1/1/1900

Below the table, there are links for "Malpractice Insurance Details", "Locations", and "Affiliations". At the bottom of the page, there are links for "Home" and "Logout". The page is powered by Crossroads.