

# block VISION

## PROVIDER ★ NEWSLETTER

Volume 13, Issue 2 – October 2008

### LOG ON TO THE INTERNET

- [www.blockvision.com](http://www.blockvision.com)
- Have your provider ID # ready
- Have your password ready
- For help with the web please call  
800-243-1401  
Option 3, then  
Option 2

### WEBSITE REMINDER

The Block Vision website ([www.blockvision.com](http://www.blockvision.com)) allows providers the ability to correct a rejected claim line after the initial claim has been paid.

- Access authorization for the previous paid claim and go to the claim CPT line that needs correction.
- Enter in the corrected information as if you are processing that claim line for line the first time.

### REMINDER

#### **CMS 1500 Claim Form (08/05)**

The CMS 1500 Form (08/05) has a field (field 7b) for submitting your NPI number.

## ASSURING CULTURAL COMPETENCE IN HEALTH CARE

### *Serving Members with Special Needs*

- ▶ Block Vision would like to remind providers that we must be in compliance with Title VI of the Civil Rights Act of 1964 and Class Standards federal law. This means that members are served without discrimination regarding race, color, national origin or English speaking ability.
- ▶ In addition, Block Vision is committed to providing all members on whose behalf we arrange vision services with adequate access to administrative and clinical services within the scope of Block's program. This includes those members who have special needs that affect their ability to communicate with Block Vision and/or our participating providers and to access vision care services. It is Block Vision's policy to make arrangements as neces-

sary to accommodate those members who have special needs to ensure that they have equal access to administrative and clinical services on the same basis as to members who do not have special needs.

- ▶ We ask your assistance in identifying and bringing to our attention any member in Block's program who you believe may have a special need that impacts his or her ability to communicate with your office or to receive care. If you identify such a member, please contact our Member Services team, and we will help make the necessary arrangements to ensure that the member receives the care he or she needs. Thank you for your assistance in helping Block Vision serve members with special needs

### *In This Issue:*

- **Cultural Competency – Serving Members with Special Needs**
- **Verifying Your Information on File With Block Vision Website**
- **Provider Appreciation**
- **Reminders –Diabetic & Comprehensive Eye Exam Compliance**
- **Statement of Members' Rights & Responsibilities**
- **Coming in December! Annual Provider Satisfaction Survey**
- **Information By Phone –Features of the VRU**

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

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### 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.

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## MEMBERS APPRECIATE BLOCK VISION PROVIDERS

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We would like to share some of the recent comments Block Vision members have said about participating providers on the Member Satisfaction Survey.

- “The doctor and staff had great people skills and made me feel comfortable communicating with them.”
- “They were very professional and caring.”
- “I was very satisfied. They did a great job all around.”
- “Todo el servicio que bueno y rapido.” (The whole service was performed well and quickly.)
- “Very satisfied and I enjoy going to them and will keep going.”
- “You give very well (sic) service and have helped me with my vision. Thank you.”
- “They did a good job. Keep up the good work.”
- “The best service I’ve ever had.”
- “I would recommend this company to all my friends and family.”
- “Everything went very well.”
- “Great staff. I’d recommend to everyone.”
- “Very satisfied.”

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## REMINDERS!

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### **IMPROVING DIABETIC EYE EXAMINATION 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. From these protocols Block Vision designed a study to measure provider’s compliance with the management of patients with diabetes and has identified two areas for improvement.

**For every diabetic eye exam you perform, please remember to:**

- **Document family history of diabetes**
- **Document diabetes presence**

### **IMPROVING 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. From these protocols Block Vision designed a study to measure provider’s compliance with components of a comprehensive eye examination and has identified an area for improvement.

**For every comprehensive eye exam you perform, please remember to:**

- **Document case histories**

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## STATEMENT OF MEMBERS' RIGHTS & RESPONSIBILITIES

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Block Vision is committed to ensuring that its members and participating providers have a positive experience with our program. In an effort to ensure a positive vision care encounter, Block Vision has established the following Statement of Members' Rights & Responsibilities which applies to all members:

### RIGHTS

Members have the right to:

- Receive information about Block Vision, its services, its participating providers and members' rights and responsibilities;
- Receive accurate benefit information in a timely manner, as well as to receive timely assistance when seeking to utilize their vision coverage;
- Timely access to care that does not have any communication or physical access barriers;
- Be treated with respect and recognition of their dignity and right to privacy and to receive eye care services in a non-discriminatory manner on the same basis as patients not enrolled through Block Vision's clients;
- Be free from any form of restraint or seclusion by use or means of coercion, discipline, convenience or retaliation;
- Actively participate with their Block Vision provider in making decisions about their eye care, including consent for or refusal of treatment;
- A candid discussion of appropriate or medically necessary treatment options for conditions, regardless of cost or benefit coverage. This includes the right to ask questions and to receive complete information relating to the member's visual and medical condition(s) and treatment options, including specialty care;
- Voice complaints, grievances or appeals about Block Vision, the healthplan through which the member is enrolled, or the care received and to receive access to the grievance process. This includes the right to receive assistance in filing an appeal and to receive a fair hearing from Block Vision, the healthplan through which the member is enrolled or other applicable regulatory body (e.g., state Medicaid agency such as the Department for Medicaid Services or Department of Social Services);
- Receive eye care services from a different participating provider each time they access covered services within defined benefit frequency intervals;
- A reasonable opportunity to choose a primary care physician (PCP) and to change to another provider in a reasonable manner. (Selection of a PCP and any PCP changes are coordinated with the healthplan through which the member is enrolled.);
- Timely referral and access to medically indicated specialty care (in accordance with referral protocols established by the healthplan through which the member is enrolled);
- Have access to medical records in accordance with applicable federal and state laws;
- Prepare Advance Medical Directives pursuant to applicable laws; and
- Make recommendations regarding Block Vision's members' rights and responsibilities policies.

## RESPONSIBILITIES

Members have a responsibility to:

- Become informed about their member rights;
- Supply information (to the extent possible) that Block Vision, a participating provider and/or the healthplan through which the member is enrolled needs in order to arrange for or provide eye care services;
- Abide by the policies and procedures established by Block Vision, the healthplan through which the member is enrolled and any applicable regulatory body (e.g., state Medicaid agency such as the Department for Medicaid Services or Department of Social Services);
- Become informed about service and treatment options and to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible;
- Follow plans and instructions for care that they have agreed on with their participating provider;
- Actively participate in personal health and care decisions and to practice healthy lifestyles;
- Report suspected fraud and abuse; and
- Keep scheduled appointments or call the provider's office to cancel.

Should you have any questions about these rights and responsibilities or should you need assistance in working with a member who presents to your office, please contact our Member Services team. We will be happy to assist you.



### 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.

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

### Information by Telephone

#### *Features of the VRU:*

**1-866-819-4298**

- ▶ Ability to accept alpha-numeric input
- ▶ Ability to verify enrollment
- ▶ Date of eligibility is now date sensitive
- ▶ Authorizations
- ▶ Claims status
- ▶ Ability to record your own name for members to hear
- ▶ Support for those who speak Spanish

***Block Vision's Voice  
Response Unit (VRU) is  
accessible 24 hours a day,  
7 days a week, by calling  
1-866-819-4298***