



	Amerigroup of Iowa, Inc. / Superior Vision	UnitedHealthcare Plan of the River Valley, Inc. / Superior Vision
Vendor Used for Vision	Superior Vision	Superior Vision
Contact Information		
Member Eligibility Applicable Vision Benefits	Superior Vision Provider Services 866-819-4298 Superior Vision Secure Website www.Superiorvision.com/Provider Superior Vision Member Call Center 800-879-6901	Superior Vision Provider Services 866-819-4298 Superior Vision Secure Website www.Superiorvision.com/Provider Members should call UnitedHealthcare Member Services directly at 800-464-9484
Providers wanting to join program, Question on contract, credentialing, or any other contract related items	Mary Brittingham, Senior Network Development Specialist 443-451-2097 or 800-243-1401 x2097 mbrittingham@superiorvision.com	Mary Brittingham, Senior Network Development Specialist 443-451-2097 or 800-243-1401 x2097 mbrittingham@superiorvision.com



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Prior Authorization		
Prior Authorization Process	<p>Vision Therapy Only:</p> <p>(1) Provider contacts Superior Vision to initiate prior authorization request. Required form can be located on the provider form page.</p> <p>www.SuperiorVision.com/Provider</p> <p>Please fill out the following named form and fax back to 410-752-9184</p> <ul style="list-style-type: none"> • <i>Special Eligibility Verification Non Standard</i> 	<p>Vision Therapy Only:</p> <p>Provider contacts Superior Vision to initiate prior authorization request. Required form can be located on the provider form page.</p> <p>www.SuperiorVision.com/Provider</p> <p>Please fill out the following named form and fax back to 410-752-9184</p> <ul style="list-style-type: none"> • <i>Special Eligibility Verification Non Standard</i>
Forms	<p>Superior Vision Website</p> <p>www.superiorvision.com/Provider</p>	<p>Superior Vision Website</p> <p>www.superiorvision.com/Provider</p>



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Billing		
Forms	CMS-1500 claim form (Paper) Superior Vision's Web portal (Electronic)	CMS-1500 claim form (Paper) Superior Vision's Web portal (Electronic)
Contact Information for Billing Issues	Superior Vision Customer Service Call Center 866-819-4298	Superior Vision Customer Service Call Center 866-819-4298
Billing Support Contact	Provider Relations 800-243-1401 X2107 prsupport@superiorvision.com	Provider Relations 800-243-1401 X2107 prsupport@superiorvision.com
Escalated Billing Issue	Shakara Anthony - Dedicated Rep santhony@superiorvision.com	Shakara Anthony-Dedicated Rep santhony@superiorvision.com



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Eligibility		
Determine/Find Eligibility Information	Superior Vision's Web Portal www.superiorvision.com/provider	Superior Vision's Web Portal www.superiorvision.com/provider
	Telephone IVR 866-819-4298	Telephone IVR 866-819-4298
	Customer Service Call Center 866-819-4298	Customer Service Call Center 866-819-4298
Support/Account Executive		
Provider Support/Account Executive	Superior Vision's Web Portal www.superiorvision.com/provider Telephone IVR 866-819-4298 Paul Wilmoth Account Manager - Health Plan Assistance 443-451-2145 pwilmoth@superiorvision.com	Superior Vision's Web Portal www.superiorvision.com/provider Telephone IVR 866-819-4298 Paul Wilmoth Account Manager - Health Plan Assistance 443-451-2145 pwilmoth@superiorvision.com



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Referrals		
Options for Referrals	No referrals are applicable	No referrals are applicable
Any provider?	No referrals are applicable	No referrals are applicable
Specific provider?	No referrals are applicable	No referrals are applicable
Referral Process	No referrals are applicable	No referrals are applicable



Amerigroup of Iowa, Inc. / Superior Vision			
	Medicaid Benefits	hawk-i Vision Benefits	Iowa Health and Wellness Plan Vision Benefits
Covered Services			
Medical	Yes (Primary Eye Care Services)	Yes (Primary Eye Care Services)	Yes (Primary Eye Care Services)
Routine Eye Health	Yes	Yes	Yes
Materials (Frames and Lenses)	Yes	Yes (\$100 benefit for Materials)	No, except for members 19 to 20 years old
Contacts	Yes	Yes(\$100 benefit for Materials)	No, except for members 19 to 20 years old
Replacements	Yes	Not covered	No, except for members 19 to 20 years old
Reimbursement			
Eye Exam	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)	Provider's billed charges or exam rate on file with Superior Vision for hawk-i program (whichever is less)	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)
Materials	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)	\$100 retail eyewear allowance. Provider is reimbursed at percent of retail based on their contract agreement.	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)
Replacements	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)	Not Covered	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)



UnitedHealthcare Plan of the River Valley, Inc. / Superior Vision			
	Medicaid Vision Benefits	hawk-i Vision Benefits	Iowa Health and Wellness Plan Vision Benefits
Covered Services			
Medical	Yes (Primary Eye Care Services)	Yes (Primary Eye Care Services)	Yes (Primary Eye Care Services)
Routine Eye Health	Yes	Yes	Yes
Materials (Frames and Lenses)	Yes	Yes (\$100 retail allowance for materials)	Yes (Only available to members age 19 – 20)
Contacts	Yes	Yes (\$100 retail allowance for materials)	Yes (Only available to members age 19 – 20)
Replacements	Yes	Not Covered	Yes (Only available to members age 19 – 20)
Reimbursement			
Eye Exam	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)	Provider's billed charges or exam rate on file with Superior Vision for hawk-i program (whichever is less)	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)
Materials	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)	\$100 retail eyewear allowance. Provider is reimbursed at percent of retail based on their contract agreement.	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less) available to members 19-20
Replacements	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less)	Not Covered	Current Iowa Medicaid reimbursement schedule or billed charges (whichever is less) available to members 19-20