



# NETWORK *Notification*

**Notice Date:** August 5, 2024  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** Vision Claims Processing Errors

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## Summary

CareSource has recently identified issues with medical optometry exam claims processing in which some claims are being rejected in error. CareSource has partnered with Superior Vision (Versant Health) to cover routine vision services for our Ohio Medicaid CareSource members.

## Impact

CareSource teams are currently working diligently to correct the claims processing issue. You may experience delayed claims processing and/or payment for services. All claims that have been impacted by this issue will be reprocessed and providers do not have to request the reprocessing of claims. Exam claims billed directly to CareSource for routine eye care will continue to be denied with a denial code instructing providers to bill other payer.

## Importance

Optometry exam procedure codes must be billed to the vision vendor when the primary purpose of the exam involves any of the below diagnosis codes:

**Diagnosis Codes:** H52.00, H52.01, H52.02, H52.03, H52.10, H52.11, H52.12, H52.13, H52.201, H52.202, H52.203, H52.209, H52.211, H52.212, H52.213, H52.219, H52.221, H52.222, H52.223, H52.229, H52.31, H52.32, H52.4, H52.521, H52.522, H52.523, H52.529, H52.531, H52.532, H52.533, H52.539, H52.6, H52.7, H53.141, H53.142, H53.143, H53.149, H53.50, Z01.00, Z01.01, Z01.020, Z01.021, Z46.0, Z82.0, Z82.1, Z83.511, Z83.518, Z97.3

To provide additional criteria to support the indication(s) for routine and medical eye exams and applicable procedure codes, refer to Versant Health's Clinical Policy - Eye Exams here:

<https://versanthealth.com/policies/>.

## Questions?

If you have questions regarding this notice, please contact Provider Services at **1-800-488-0134**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET). For questions regarding this program, or participation in the Superior Vision network, please call Superior Vision's Network Development department at 844-353-2900 or visit the Superior Vision website.

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