

Bulletin Number: MSA 16-31

Distribution: Vision Providers (Optometrists, Ophthalmologists, Opticians, and Optical Laboratory Contractor)

Issued: September 28, 2016

Subject: Changes to Eyeglass Repair and Replacement Policy

Effective: November 1, 2016

Programs Affected: Medicaid, Children Special Health Care Services (CSHCS), Healthy Michigan Plan, MICHild

The purpose of this bulletin is to inform providers of policy updates pertaining to eyeglass repair and replacement. This policy is effective for dates of service on and after November 1, 2016, and applies to Fee-for-Service. For beneficiaries enrolled in a health plan, providers should contact the health plan for policy and coverage information.

Repair and Replacement

Eyeglass repairs are a separately reimbursed service when the repair is considered major (e.g., reinsertion of a lens, repair of a sheared screw, shortening or replacing temples, etc.) and when the glasses are deemed repairable. Minor repairs (e.g., insertion of screw, adjustments of nose pads or temples, etc.) that occur as a result of the beneficiary's typical wear patterns are not separately reimbursed. The appropriate Healthcare Common Procedure Coding System (HCPCS) code(s) must be reported for the component part that is being replaced. The reason for the repair must be documented in the beneficiary's file and made available upon request.

If a provider determines that eyeglasses are repairable, the provider must guarantee the repair for a minimum of 30 days. Subsequent repair for the same issue within 30 days is the responsibility of the provider. If replacement eyeglasses are needed within the 30 day time frame following a repair, the provider must return the reimbursement received for the repair to the Michigan Department of Health and Human Services (MDHHS).

Eyeglasses that are broken beyond repair may be eligible for replacement by the contractor. Eyeglass replacement requires prior authorization if replacement limits have been exceeded. Frames and lenses furnished by the contractor are guaranteed for 90 days. If any item is found to be unsatisfactory due to contractor error, defective workmanship, or materials, the item and work order form must be returned to the contractor. The item must be corrected, adjusted, or replaced by the Contractor, as necessary, at the Contractor's expense.

Medicaid does not pay for remakes of eyeglasses, lenses, or frames due to vision provider error. If the vision provider supplies the contractor with incorrect specifications that result in the fabrication of eyeglasses the beneficiary cannot use, the vision provider is responsible for payment to the contractor for remaking the eyeglasses. The contractor may not charge the vision provider more than what they would charge MDHHS for the remake.

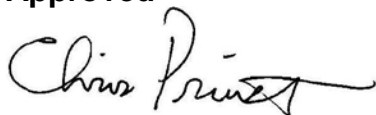
Manual Maintenance

Retain this bulletin until the information is incorporated into the Michigan Medicaid Provider Manual.

Questions

Any questions regarding this bulletin should be directed to Provider Inquiry, Department of Health and Human Services, P.O. Box 30731, Lansing, Michigan 48909-8231, or e-mail at ProviderSupport@michigan.gov. When you submit an e-mail be sure to include your name, affiliation, and phone number so you may be contacted if necessary. Providers may phone toll-free 1-800-292-2550.

Approved

A handwritten signature in black ink that reads "Chris Priest". The signature is written in a cursive style with a large initial "C" and a long, sweeping underline.

Chris Priest, Director
Medical Services Administration