



Alaska Medical Assistance

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Remittance Advice (RA) Message

Title: **Classic Optical: Training and Upcoming Changes**

Issue Date: 08/26/2019

Run Length: 6 weeks

Provider Type(s): 021, 035, 075

Provider Specialty: 018

Message: The Division of Health Care Services' new vision contractor, Classic Optical, will offer provider training on the new eyewear ordering process and will showcase their selection of frames on the following dates:

Anchorage – Tuesday 09/17/19

Frontier Building
3601 C Street #890
10:00 am – 12:00 pm

Fairbanks – Wednesday 09/18/19

Fairbanks Job Center
675 7th Avenue, H-4
10:00 am – 12:00 pm

Juneau – Thursday 09/19/19

Court Plaza
240 Main Street #202
1:00 pm – 3:00 pm

If you are unable to attend in person teleconferencing capabilities will be available. Details will be forthcoming.

Upcoming Changes

At these training events, Classic Optical will share some exciting new ordering capabilities along with the new ordering process and form. Some of the new changes you can expect are:

Real time eligibility checks: When you place an order for eyeglasses, Classic Optical's system will check member eligibility and benefit limit usage. If the member is eligible and has remaining benefits for eyeglasses, you will be able to place an order. If the member is not eligible, you will receive a denial notice on your screen and the process ends.



Medical Necessity for Children (0-20 years old): For children receiving a second pair of glasses, Alaska Medicaid requires medical justification. The new order form includes a required field for you to document medical necessity (e.g., lost or broken glasses, prescription change).

Date of Service: The order form will require you to enter the date of service. The date of service is the date that the ordering provider saw the member. During the transition period only, to allow for members who may have been seen prior to 09/01/19 but need eyeglasses ordered through Classic Optical, if the member was seen:

- on or after 09/01/19, enter the date that you saw the member as the date of service
- prior to 09/01/19 enter 09/01/19 as the date of services and add a note in the special instructions section of the order form stating “patient seen on (date seen), date of service used on order form is in compliance with HCS instructions”

Classic Optical has mailed welcome packets to enrolled vision dispensing providers. If you did not receive a welcome packet, or if you have questions, please contact Ryan Bender at ryan.bender@alaska.gov or 907.334.2419.