

# EYEXAM<sup>SM</sup>

## OF CALIFORNIA

**Notice to Providers** From EYEXAM of California, Effective Immediately  
In response to the recent wildfires impacting Los Angeles and Ventura Counties, and following guidance from the Department of Managed Health Care (DMHC), EYEXAM of California has implemented the following measures to support providers and ensure continuity of care for enrollees:

**1. Extension of Prior Authorizations**

Existing prior authorizations will be extended by an additional 180 calendar days to allow providers to focus on delivering care without the need to request reauthorization for previously approved services.

**2. Extended Claim Submission Timeframes**

The timeframe for submitting claims has been extended to at least 365 calendar days from the date of service. This applies to both contracted and non-contracted providers.

**3. Dispute Resolution for Overpayments**

Providers disputing overpayment claims now have up to 180 calendar days to file disputes, increased from the previous 30 working days.

**4. Alternative Care Settings**

Displaced providers are authorized to deliver care from appropriate alternative settings, including mobile clinics or temporary locations, for a period of no less than six months.

EYEXAM of California is committed to supporting our provider network during this challenging time. If you have questions or need further assistance, please contact us at 1-888-439-3392, or [grievancecoordinator@luxotticaretail.com](mailto:grievancecoordinator@luxotticaretail.com).