



Notice to Providers - In the event of a Governor-declared State of Emergency in California affecting counties in which EYEXAM of California providers operate, EYEXAM of California providers may implement temporary measures consistent with guidance issued by the California Department of Managed Health Care (DMHC) to help ensure continuity of care and minimize administrative disruption for providers and enrollees located in impacted areas. Providers practicing in affected counties may be eligible for the following accommodations during the emergency period and any applicable recovery period:

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.