

# Important information from Aetna Better Health® of Oklahoma

RE: Vision claims

Greetings provider partner,

The information below shines a light on what is covered by Aetna Better Health vs EyeMed.

## Important details:

If the intent of the member's appointment is a comprehensive routine exam, to ensure eye wellness, and obtain refraction for prescription needs, the provider should bill EyeMed using a routine primary diagnosis.

If the intent of the member's appointment is an eye exam due to a medical condition, the provider should bill Aetna Better Health using a medical primary diagnosis. If refraction is done in coordination with the SoonerSelect eye exam visit, refraction should also be billed to Aetna Better Health along with the medical exam.

## EyeMed information:

To contract with EyeMed to provide routine vision services including the dispensing of eyewear visit:

[Provider-Relations-Forms.EyeMedOnline.com/EyeMed/NewProvider](https://Provider-Relations-Forms.EyeMedOnline.com/EyeMed/NewProvider)

Helpful information and provider material can be found at their website: [EyeMedInFocus.com/ABHOK](https://EyeMedInFocus.com/ABHOK)

For more resources and online communication, log in to the full provider portal using the website above. Once logged in, you can receive the following guidance:

1. EyeMed Medicaid Provider Manual specific to Aetna Better Health of Oklahoma
2. EyeMed's routing preferred claims codes

## Your 2025 checklist

Have you updated your W9 for 2025?

Is your office location(s), phone number, email, fax and website URL up to date in our database?

Do you offer telehealth services?

Would you prefer to receive these notices via email rather than fax?

This provider update has been sent to:

### Provider type(s) -

- ☐ IPA/Medical groups
- ☐ Primary care providers
- ☒ Specialist providers
- ☐ Hospitals
- ☒ Ancillary
- ☐ SNF
- ☐ DME
- ☐ Home health
- ☒ Other - FQHCs & Indian Health Clinics that offer vision services, Optometrists & Ophthalmologists

### Line of business

- ☒ SoonerSelect

**Aetna Better Health® information:**

Helpful information, provider material and value-added benefit member information can be found at our website: [AetnaBetterHealth.com/Oklahoma/Vision-Benefits](https://www.AetnaBetterHealth.com/Oklahoma/Vision-Benefits)

Review our Provider Manual at: [AetnaBetterHealth.com/Oklahoma](https://www.AetnaBetterHealth.com/Oklahoma), select resources, then navigate to tools and materials.

**NOTE: Aetna Better Health members do not need a referral to see an in-network vision provider.** Members can find a vision provider through our vision vendor EyeMed. EyeMed can be reached Monday – Friday from 8 AM to 5 PM CT at **1-844-844-0908** (TTY: **711**).

For questions regarding this communication, please contact our Provider Relations Department at: [ABHOKProviderEngagement@Aetna.com](mailto:ABHOKProviderEngagement@Aetna.com) or toll free by phone at **1-844-365-4385**.

Sincerely,



Aetna Better Health®  
of Oklahoma