

Bill us first for hearing aids and vision services

September 30, 2019

This article is intended for these vision services and hearing aid service providers and their office staff:

- Audiologists
- Ophthalmologists
- Optometrists

We'd like to remind you that you should be submitting claims for the services listed below directly to us *before* billing the member.

We're receiving claims from **Medicare Advantage members** for these services even though the servicing provider participates with Blue Cross and should be submitting to us directly.

Which services for Medicare Advantage members?

Vision services codes	Reimbursement
<ul style="list-style-type: none">• V2020• V2781• V2199• V2750• V2784	To access your fee schedule, log in and go to Office Resources>Billing & Reimbursement> Fee Schedules .

Hearing aid codes	Reimbursement
<ul style="list-style-type: none">• V5050• V5014	<p>When a member has hearing aid coverage, we reimburse the provider's charge <i>up to the member's maximum benefit</i>.</p> <p>Please remember to review the member's coverage with them first and have them sign a non-covered service waiver if the hearing aid is not covered.</p>

Getting details about your claim payment

Once the claim processes according to the member's benefits, you'll receive a Provider Detail Advisory on Payspan that outlines your reimbursement and any amount the member may owe.

Questions?

For questions, please contact your network representative at **1-800-316-BLUE (2583)**.

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