



Billing and Reimbursement Guideline: Vision Care Documentation and Billing Guidelines

Guideline Publication Date: July 1, 2011

Key coding, documentation and reimbursement points include:

- Services should be billed under rendering provider name and NPI number.
- When billing for hardware, the date of service should be either the ordering date or pick up date (not both) and bill consistently with one method.
- The diagnosis billed should support the charges billed and reflect the patient's condition.
- All services should be billed according to ICD-9, CPT and HCPC guidelines.
- Eyeglasses should not be billed to NHPRI when the repair or replacement of eyeglass parts is required due to defects in quality of materials or workmanship. These should be sent back to the manufacturer.
- Reimbursement is available for repair or replacement of eyeglass parts in situations where the damage is the result of causes other than defective materials or workmanship. Replacement parts should duplicate the original prescription and frame style. Repairs or replacement of parts can be reported with CPT code 92370.
- Reimbursement is available for replacement of lost or destroyed eyeglasses as **medically necessary**. The replacement for a complete pair of eyeglasses should duplicate the original prescription and frames. An explanation of the circumstances surrounding replacement of the complete pair of eyeglasses should be documented in the member's record.
- Patient records will be required for all frames submitted after the second pair rendered to the same patient in a twelve month period.

Version History

Original Publish Date: 7/1/2011

Revision Date (s):

9/1/2013

Format change, added rendering provider language, added date of service language, added supportive diagnosis and coding guideline language

- Patient records should include the pickup date and signature of the person picking up the eyeglasses at all times.
- NHPRI reserves the right to recoup funds for any service not documented in the patient record.
- This guideline applies to both CMS-1500 and UB-92 claim submissions.
- This guideline applies to all places of service.

Please refer to Neighborhood's provider website at <http://www.nhpri.org> for specific provisions by product line.

This guideline is not a guarantee of reimbursement. Plan coverage, eligibility and claim payment edit rules may apply.

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