



### **Save the Date: Annual Provider Webinar**

The SummaCare Annual Provider Webinar is scheduled for October 11<sup>th</sup> at 9 am. The agenda and registration information will be shared the first week of September. In the meantime, please add this event to your calendar.

### **Refraction Policy**

The SummaCare refraction policy was recently updated and the new changes were backdated to be effective 1/1/2023. Routine refractions are covered once per calendar year when performed by a participating provider.

Non-routine refractions are covered based on medical necessity and must be billed with a non-routine diagnosis code impacting the eye (diabetes, cataracts, macular degeneration, etc.) and supported by the medical record. Refractions post cataract surgery will be included with the surgical procedure and will not be separately reimbursed. Denied services will be the responsibility of the participating provider. If you have questions in regards to the above policy, please contact your Provider Engagement Specialist at **330.996.8400**, prompt 6.

### **Prior Authorization**

SummaCare recently updated the prior authorization list requesting providers to contact Provider Support Services to determine which outpatient surgeries require prior approval. Provider Support Services can be reached at **330.996.8400** or **800.996.8401**. Providers may also access the pre-auth code look up function in Plan Central at [www.summacare.com/plancentral.com](http://www.summacare.com/plancentral.com), click on "inquires" then "pre-auth code". You will only need to enter the procedure code and click the search button. The results will be displayed at the bottom of the screen.

For questions regarding accessing Plan Central and the pre-auth code look up, please contact Provider Support Services or your assigned Provider Engagement Specialist. If you are not aware of the Provider Engagement Specialist assigned to your office, please email [providerengagement@summacare.com](mailto:providerengagement@summacare.com).

### **Provider Support**

For questions about benefits, plan limits, authorizations, eligibility, claim status and all other general inquiries; please visit our website Plan Central: <https://summacare.myplancentral.com/Login.aspx>

You may also contact Provider Support Services at **330.996.8400** or **800.996.8401** or via email at [contactproviderservices@summacare.com](mailto:contactproviderservices@summacare.com).