

COVID-19 FAQ

Providers

Will you be able to pay us on time?

Yes. Both our Claims and Finance teams have been working remotely since Tuesday, March 10. Our parent company, [The Guardian Life Insurance Company of America](#), requires that we maintain these remote working arrangements through at least April 30. We anticipate continuing to meet standard claims processing and payment functions and timelines throughout the crisis.

As always, you can help us move even faster by using electronic tools to securely submit claims and any relevant supporting material. These include:

- **Vision and Eye Care Providers:** Our [secure provider portal](#) or your practice management software/clearinghouse
- **Audiologists:** Our [secure provider portal](#) or your practice management software/clearinghouse

You may get paid even faster if you use electronic funds transfer (EFT). This ensures claims payments are securely deposited into your practice's preferred accounts. To enroll in EFT payment, please click on the Adobe Acrobat icon to download the EFT form (it can also be found on your provider portal). Then complete it and follow the instructions on the form to return it. **Please remember to attach a voided check!** If you have questions about completing the form, please contact your Provider Relations Representative.



Adobe Acrobat
Document

Will your lab still be operational during the COVID-19 Public Health Emergency?

Yes. See Better Labs (CBTR), in Henderson, Nevada, assures us that it is business as usual regarding processing and shipping orders. All employees are wearing gloves and cleaning frames and lenses with antibacterial solution before and after production. Today, the lens suppliers have ample inventory and normal ranges of lenses and coatings. CBTR also has a backup lab in Canada that is currently open and ready to receive lens orders, just in case CBTR must shut down. If you have any questions, please call the lab directly at 702-463-6373.



Should I keep my office open? What are my obligations to provide care at this time?

We suggest you follow the direction of your state officials, the Centers for Medicare & Medicaid Services (CMS), and/or industry leaders regarding your office schedule. Both state agencies and national and local professional associations may provide insightful guidance.

Once your practice has determined what your office availability will be, please provide appropriate notice to your patients, and please add it to your office answering message and any signage you deem appropriate.

We would also like to know your plans for treating patients at this time so we can better help members find a provider who can serve their needs, emergent or otherwise, during this time. Please complete [our brief survey to let us know your office status](#). If you are closed completely, we will suppress your office in the provider directory for the duration of any closure. This will help prevent you from getting calls from new patients and will help us help members find providers who may be able to deliver emergency and urgent care.

CMS is recommending that routine checkups and other non-emergency visits be curtailed during the pandemic.

How can I keep myself and my staff safe?

Our team is leaning on guidance from the World Health Organization, the Centers for Disease Control & Prevention (CDC), CMS, state health authorities, and national professional associations to help us understand how to keep our team safe during this crisis. We invite you to do the same.

Many professional associations are maintaining free, web-based information about the virus, COVID-19 and information and resources to help promote the health and safety of your staff and your patients. Here are just a few:

- **Optometrists:** [American Optometric Association](#)
- **Ophthalmologists:** [American Academy of Ophthalmology](#)
- **Audiologists:** [American Academy of Audiology](#)

If you are looking for additional assistance and information:

- **CDC:** [Information for Healthcare Professionals](#)

What's the most efficient way to file a claim?

Though we recommend submitting electronically, claims are still accepted in any of the following ways:

- Avësis secure web portal at www.avesis.com
- Through your practice management software using a clearinghouse



- Change Healthcare (formerly Emdeon) – Payer ID 87098
<http://www.changehealthcare.com>
615-932-3000
- Trizetto – Payer ID 87098
<http://www.trizetto.com>
800-569-1222
- By CMS 1500 claim form via first class mail to:

Avësis Third Party Administrators, Inc.
Attention: Eye Care Claims
P.O. Box 38300
Phoenix, AZ 85069-8300

Please log into the [Provider Portal](#) and click on “Documents” to view, download, and print the most current plan sheet, fee schedule, provider education materials, and notifications.

Links to external sites are provided for your convenience in locating related information and services. Guardian, its subsidiaries, agents, and employees expressly disclaim any responsibility for and do not maintain, control, recommend, or endorse third-party sites, organizations, products, or services and make no representation as to the completeness, suitability, or quality thereof.

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