

Member Triage Protocol Wellcare Medicare - Iowa

Member Type:	Wellcare Medicare Advantage Plan
Service Area: Optometrist Medical State	Iowa
<p>If the member presents with symptoms of:</p> <ul style="list-style-type: none"> • Eye pain • Redness • Itchiness • Discharge • Bleeding • Sudden vision loss • Flashes/Floaters • On glaucoma meds • Diabetes with eye problems • Cataracts requiring surgery 	<p>Member is directed to the Medical Eye Care Provider.</p> <ul style="list-style-type: none"> • For “OD Medical Services” – Medical Services performed by an Optometrist to the full extent of their licensure in their state. Authorizations are required for all OD Medical Services (Medical Office Visits, Diagnostic Testing, etc). Premier Providers may obtain an authorization on the Premier Eye Care Portal: www.premiereyecare.net , via Fax with the Office Visit Request Form or over the Phone: 1-866-434-0024. • For Ophthalmology Medical Eye Care, Members should be directed to contact their PCP who is responsible for coordinating their Medical Eye Care with an in-network Ophthalmologist or Ophthalmology sub-specialist.
<p>If the member lacks the above symptoms and presents with:</p> <ul style="list-style-type: none"> • Blurry Vision • Headaches • Failed vision screening • Failed driver’s test • Diabetes with no eye problems • DRE screening • Need for new eyeglass or contact lens prescription 	<p>Member is directed to the Routine Vision network.</p> <ul style="list-style-type: none"> • For Routine Vision, members may contact Premier Customer Service: 1-866-434-0024 • For Routine Vision, providers may access the Premier web portal for eligibility verification: www.premiereyecare.net

- **All member questions regarding Benefits or Provider information should be directed to Premier’s Customer Service: 1-866-434-0024**