



September 14, 2022

### **Update: Routine Eye Exams**

Physicians Health Plan (PHP) has recently become aware that when billing for routine eye exams for PHP commercial members, your claims may have processed with a member cost share.

This update is to provide clarity to you on how routine eye exam claims should process when you bill PHP commercial:

- If the PHP commercial member has a routine eye exam benefit and the claim is billed by an optometrist or ophthalmologist with a routine eye exam diagnosis code and procedure code, 92002-92014 or S0620-S0621, *no member cost share will apply*.
- If the PHP commercial member has a routine eye exam benefit and the claim is billed by an optometrist or ophthalmologist with a medical diagnosis code, and procedure codes 92002-92014 or S0620-S0621, member cost share will apply.
- If the PHP commercial member does not have a routine eye exam benefit, the claim will deny as a non-covered service.

PHP recently conducted a review on all routine eye exam claims billed to PHP. PHP will reprocess all applicable claims that were billed appropriately, but that applied a member cost share inappropriately. PHP apologizes for any confusion this may have caused your office. Please allow 2-4 weeks for the affected claims to be reprocessed.

Routine eye exam benefits can be verified by going to [phpmichigan.com/MyPHP](http://phpmichigan.com/MyPHP) and clicking on "[Member Reference Desk](#)" or by calling PHP Customer Service, Monday – Friday, 830am – 530pm.

If you have any questions or need assistance, contact the PHP Provider Relations Team, by sending an email to [PHPProviderRelations@phpmm.org](mailto:PHPProviderRelations@phpmm.org).