

Optical Benefits

Native American patients, seen at an Indian Health clinic, such as Central Valley Indian Health (CVIH), are eligible for certain optical benefits. Benefits vary based on your patient status. The following is an explanation of benefits and the eligibility requirements for Optical Services.

Policy for obtaining eye glasses through CVIH

1. CVIH will provide exams by referral for CVIH Purchased/Referred Care patients.
2. Medical referrals are not necessary for those who do not require exams but want to order eye glasses.
3. For eye glasses paid under Purchased/Referred Care, the patient must receive clearance from the Medical Department or Purchased/Referred Care Office prior to ordering the eye glasses.
4. CVIH Purchased/Referred Care funds will pay for an annual eye exam and one pair of glasses (frames & lenses) or contacts annually.
5. All Optician appointments/walk-in patients will be handled through the Medical Front Desk.
6. Patients must bring in eyeglass prescription and be present to pick out frames, have their measurements taken by the Optician, and sign the paperwork.

Eye Glass Frames & Lens Availability

1. Purchased/Referred Care patients who desire contact lenses will have their eye exam paid for up to \$95 and will be limited to \$100 for the lenses. The \$100 will be refunded to the patient upon presentation of a valid receipt. Any amount in excess of these amounts will be the responsibility of the patient.
2. Patients who desire to purchase their glasses and frames elsewhere and who are PRC eligible may do so but will be limited to the eye exam and \$100 for glasses and frames will be refunded to the patient upon presentation of a valid receipt. Any amount in excess of this will be the responsibility of the patient.
3. If the patient has health insurance that covers eye glasses, it must be used as an alternate resource first.
4. Eye glasses and lenses will be limited to stock on hand in the Clovis Clinic. We cannot do special orders and we cannot hold eye glass frames for a patient for any length of time without an order being placed and any payments made, if applicable. .
5. Photo-chromatic lenses are available through CVIH.
6. CVIH staff are not authorized to provide or order glasses with frames that are not suited for the prescription.
7. Cases and lens cloths are provided one time only when a patient's glasses are delivered. CVIH does not sell or provide free cases or lens cloths.

Patients eligible for eye glasses at CVIH

1. CVIH Purchased/Referred Care patients may obtain one pair of eye glasses annually through CVIH at no cost. Selection of lenses and frames is limited to stock on hand at the Clovis Clinic. Purchased/Referred Care patients may obtain additional glasses from CVIH at the cost of the glasses and lenses plus 10%.
2. CVIH Direct Care patients may obtain eye glasses from CVIH at the cost of the glasses and lenses plus 10%.
3. Families of staff members may purchase glasses and lenses from CVIH at cost plus 10%. The families of staff do not have to be patients of CVIH, but will need to complete patient registration for Optician Services.
4. Non-Indians, who are active patients at CVIH, may purchase glasses and lenses from CVIH at cost plus 10%.
5. Staff from the local Indian Health Service Office, Turtle Lodge and the Urban Indian Health Program may purchase eye glasses from CVIH at cost plus 10%. This price includes the immediate families of the staff. The families and the staff do not have to be patients of CVIH, but will need to complete patient registration for Optician Services.
6. Anyone ordering eye glasses that have to pay for part or all of the glasses must pay prior to the glasses being ordered. If a patient is getting the glasses paid for through a tribe or other Indian Health organization, a purchase order must be on file prior to the patient ordering glasses.
7. If the eye glasses break as a result of a manufacturers defect, CVIH will replace the glasses if they are returned within the first 3 months of receiving them. All general repairs may be done through the CVIH Optician at no charge.
8. For patients with medical conditions, including but not limited to diabetes, hypertension, glaucoma or cataracts, doctor prescription changes will be done as needed. Patients without a medical condition that affects their eye glass prescription are allowed 1 doctor prescription remake within the first 3 months of their original exam/order. Any further remakes, the cost will be the patient's responsibility.
9. Remakes requested due to cosmetic factors, such as frame choice, lens choice, etc. will not be covered by PRC, but will be at the patient's cost.
10. PRC patients can be reimbursed one time per year for any repairs to CVIH glasses that cannot be done in house. Patients can turn in receipts to the PRC Coordinator for reimbursement. Repairs are not available for glasses obtained outside CVIH.
11. CVIH does not replace lost or stolen glasses. Unless, school-aged children break their glasses and need a replacement. They will be eligible for one extra pair per year.

A purchase order must be obtained prior to receiving services for any referral given by a medical provider. For an eye exam. To obtain the purchase order, the patient's doctor writes a request to the

Referral staff located at each clinic.

HOW DOES PURCHASED/REFERRED CARE WORK IF YOU ALREADY HAVE INSURANCE?

Purchased/Referred Care is payer of last resort. What that means is if you have insurance your insurance will be billed for the services and Purchased/Referred Care will pick up your co-payment and anything that the insurance does not cover-as long as it is a covered Purchased/Referred Care service (CVIH never gets money from Purchased/Referred Care if your insurance has already been billed for the service. Purchased/Referred Care will only pay what your insurance does not pay with regard to patient responsibility.

PURCHASED/REFERRED CARE

ELIGIBILITY

To be eligible for Purchased/Referred Care through CVIH, the patient has to be a documented California Indian who is a resident of the CVIH health services delivery area (Fresno, Madera or Kings counties excluding Table Mountain Rancheria Tribal members, or any tribe that has pulled out of CVIH). Local tribal and Dunlap area students, who are attending college out of the area, may continue to receive Purchased/Referred Care at CVIH clinics. If a patient is eligible for an alternate resource, then they have to apply for it. CVIH will cover the Purchased/Referred Care for up to 30 days while the patient applies for the alternate resource. Patients can see the Patient Services Representative for assistance in filling out Medi-Cal and other alternate resource applications. If the alternate resource is an insurance that requires the patient to be signed with a specific doctor, the patient must sign with a CVIH doctor in order to be eligible for Purchased/Referred Care.

Please refer to the Purchased/Referred Care Brochure for more information.

**For more information about out Optical Benefits, call the
Optician Staff at 559-324-8643**