



<b>Policy and Procedure No: UM 25.3</b>		<b>Revision No: 3</b>
<b>Division: Care Management</b>		
<b>Department: Utilization Management</b>		
<b>Title: PHC-CA Vision Care Services</b>		
<b>Effective Date: 3/1/2008</b>		
<b>Supersedes Policy No: 93019, UM 25.0, UM 25.1, UM 25.2</b>		
<b>Reviewed/Revised by: Sandra Holzner</b>		<b>Review/Revision Date: 12/15/2025</b>
<b>Approving Committee: Utilization Management Committee</b>		<b>Date: 12/15/2025</b>
<b>Executive Oversight Committee Date: 12/16/2025</b>		

### **Purpose:**

To define and outline the process set forth to provide referrals and authorizations for PHC California (the Health Plan) vision care services.

### **Policy:**

The Health Plan shall cover and ensure the provision of eye examinations, prescriptions for corrective lenses, and corrective lenses (eyeglasses or contact) as appropriate for Health Plan Members. If the prescription changes, the Health Plan will authorize a new pair. Contractor must arrange for the fabrication of optical lenses for Members through Prison Industry Authority (PIA) optical laboratories except when the Member requires lenses not available through PIA. The Health Plan must cover the cost of the eye examination and dispensing of the lenses fabricated by PIA. The Department of Health Care Services (DHCS) will reimburse PIA for the fabrication of the optical lenses in accordance with the contract between DHCS and PIA. The Health Plan must cover the cost of fabrication and dispensing of lenses not available through PIA.

### **Procedure:**

1. The Health Plan covers the cost of Vision Care for members. Covered services include:
  - a. Eye examinations
  - b. Vision acuity tests for prescription for eyeglasses
  - c. Tests for prescription for contact lenses
  - d. Prescription eyeglasses or contact lenses
  - e. Repairs to existing eyeglasses
2. The member is referred to the Health Plan's contracted eye care specialist for evaluation and exam.

3. If the contracted eye care specialist determines the member needs glasses the Health Plan arrange with the contracted specialist for the fabrication of optical lenses for the member through Prison Industry Authority optical laboratories. Reference Attachment A: PIA v400

**Monitoring:**

This policy is reviewed and updated, as necessary and approved annually by the Utilization Management Committee (UMC).

**Reference(s):**

1. PIA Optical Laboratories v400 (Attachment A)
2. DHCS Managed Care Contract, Exhibit A, Attachment III 5.3.7

## Attachment A: PIA V400

The Department of Health Care Services (DHCS) contracts with the California Prison Industry Authority (PIA) to fabricate eyewear for Medi-Cal recipients. PIA optical laboratories are located at the California State Prison – Solano (CSP-SOL) and Valley State Prison for Women (VSPW). These facilities supply lenses to recipients who reside in participating counties. Refer to the *PIA Optical Laboratories: Code Directory* and *PIA Optical Laboratories: Order Form Completion* sections in this manual for billing and ordering information.

**Notice:** Assembly Bill X3 5 (Evans, Chapter 20, Statutes of 2009) excluded several optional benefits from coverage under the Medi-Cal program, including dispensing optician and fabricating optical laboratory services. Refer to the *Optional Benefits Exclusion* section in this manual for policy details, including information regarding exemptions to the excluded benefits. All codes listed in this section are affected by the optional benefits exclusion policy. Ocularist services are not impacted by AB X3 5 and remain reimbursable for all Medi-Cal recipients.

## RECIPIENT ELIGIBILITY

### Verification

Prior to ordering PIA services, providers must verify recipient eligibility through the Point of Service (POS) network, which includes the POS device, Automated Eligibility Verification System (AEVS), the Medi-Cal Web site at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov) and state-approved vendor software.

### Ineligibility

Recipients of California Children's Services (CCS), Genetically Handicapped Persons Program (GHPP), Child Health and Disability Prevention (CHDP) program, County Medical Services Program (CMSP) or Healthy Families (HF) Program are ineligible for PIA optical laboratory services.

### Managed Care Plans

Medi-Cal Managed Care Plans in 55 of 58 California Counties contract with PIA for eyewear fabrication.

## Other Health Coverage

Recipients with Other Health Coverage (OHC) with vision care benefits (Scope of Coverage [COV] code “V” or “Comprehensive”), are not eligible for PIA-contracted services. Providers should contact the OHC for eyewear ordering and billing information. Because recipients with OHC are ineligible for PIA-contracted services, optical orders should be sent to a private non-PIA optical laboratory for lens fabrication.

**Note:** When submitting claims to the OHC, providers are instructed to bill ophthalmic lenses with HCPCS codes V2100 – V2499 and V2710 – V2755, not lens dispensing (CPT-4 codes 92340 – 92342, 92352 or 92353). Refer to the *Other Health Coverage* section in this manual for billing instructions.

## LABORATORY SERVICES

### Lens Styles

PIA supplies the following lens styles in CR39 plastic:

- Single vision
- Round segment 22 bifocal
- Flat top 28
- Flat top 7X28 trifocal
- Aspheric and nonaspheric full field and lenticular lenses
- Balance lenses

**Note:** If recipients require different lens styles and/or materials than those provided at PIA, providers must submit an authorization request with medical justification on the *50-3 Treatment Authorization Request (TAR)* form to the DHCS Vision Services Branch (VSB). Refer to the *Eye Appliances, Eyeglass Frames, Eyeglass Lenses* and *TAR Completion for Vision Care* sections in this manual for more information.

### Polycarbonate Lenses

PIA supplies polycarbonate lenses for Medi-Cal recipients younger than 18 years of age without a TAR. Providers requiring polycarbonate lenses for recipients ages 18 years of age and older should submit an authorization request with medical justification on the *50-3 TAR* form to the DHCS Vision Services Branch. If authorized, these orders should be sent to a non-PIA optical laboratory.

### Frames

Ophthalmic frames are no longer available through the PIA optical laboratories. Dispensing optical providers should supply frames with lens orders sent to PIA.

### Tints and Photochromatic

Besides clear CR39 plastic lenses, the following lens styles

## **Lenses**

and options may be provided at the PIA optical laboratory when medically justified and the requirements listed under “Program Coverage” in the *Eyeglass Lenses* section of this manual are met:

- Tints
- Plastic photochromatic (transition) lenses
- Ultraviolet (UV) coating

**Note:** Refer to the *Eyeglass Lenses* section of this manual for policy guidelines regarding the coverage of these items.

## **Miscellaneous Lens Items**

The following lens items may be provided at a PIA optical laboratory with a valid prescription:

- Prism
- Slab-off
- Fresnel prism

## **Replacements or Repair**

PIA will only replace or repair new frames supplied by providers when PIA is responsible for damage to the frames.

PIA is not responsible for recipients' own, reused frames that are damaged during the production process.

## **Processing Period**

After an optical order is received at a PIA optical laboratory, providers should allow five working days to process prescriptions with combined sphere power under 7.00 diopters, cylinder powers under 4.00 diopters, and add power under 4.00 diopters. Ten working days is required to process prescriptions with sphere power of 7.00 diopters or more, cylinder power of 4.00 diopters or more, add power of 4.00 diopters or more, or other special orders. Delivery time to and from the optical laboratory is not included in the specified turnaround times.

## **Delivery Services**

Most eyewear that is fabricated by PIA optical laboratories is delivered to dispensing optical providers by existing private courier or delivery services. Where no such service exists, the PIA optical laboratory will use United Parcel Service (UPS) or a comparable delivery service. Where neither service is available, the laboratory will send eyewear through the United States Postal Service (USPS).

Vision Care providers are responsible for using the appropriate delivery service in their areas to submit orders to PIA optical laboratories.

**Non-PIA Contracted Benefits**

The following benefits are not included in the PIA contract and must be billed to Medi-Cal.

<u>HCPCS Code</u>	<u>Description</u>
V2500 – V2523	Corneal contact lenses
V2600 – V2615	Low vision aids
V2623 – V2629	Prosthetic eye