

**IDAHO MEDICAID OPTICAL SUPPLIER – NATIONAL VISION ADMINISTRATORS  
FREQUENTLY ASKED QUESTIONS**

Question	Answer
<b>Why is Medicaid making this change?</b>	State regulations require a periodic re-bid of this contract. An open invitation to bid for optical product suppliers was issued in July of 2018. A new contract has been awarded to National Vision Administrators (NVA).
<b>What company is Idaho's new optical product supplier?</b>	Classic Optical Laboratories Inc. remains the laboratory from which all eyeglasses will be provided. NVA will now be the interface between the providers and the laboratory and will be providing the medical management services related to Prior Approvals (for the services that require prior approval) and can be reached by: Phone: (866) 468-2393 Fax: (888) 522-2022 Web site: <a href="http://www.e-nva.com">www.e-nva.com</a>
<b>How do I obtain a prior approval?</b>	Prior approval requests for glasses and contacts may be submitted electronically through NVA's website ( <a href="http://www.e-nva.com">www.e-nva.com</a> ). Alternatively, requests may be faxed to 1-888-483-6830. If you do not have access to the web or a fax, request for a prior approval may be sent via mail to: National Vision Administration Attn: Idaho Medicaid Prior Approvals National Vision Administrators, L.L.C. 1200 Route 46 West Clifton, NJ 07013
<b>Do Prior Approvals for services expire?</b>	Prior Approval are valid for 60 days with the exception of approvals for contact lenses, for Keratoconus, which are valid for 180 days. Authorizations are not a guarantee of payment. Prior approvals will close at the end of 60 days if not utilized with the exception of Keratoconus.

<b>Does this change the prior authorization requirements?</b>	No. IDAPA rules have not changed. Continue to refer to the Eye and Vision Handbook and IDAPA rules for prior authorization requirements.
<b>Do we need to be credentialed by NVA or sign agreements with NVA?</b>	No, your agreements will continue to be with the State and we will not be credentialing you, unless you have previously agreed to participate in other programs administered by NVA.
<b>How can I learn more about Medicaid's vision program?</b>	Please see <a href="http://www.medunit.dhw.idaho.gov">www.medunit.dhw.idaho.gov</a> and choose the Vision page. Or, go to <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> and see the Eye and Vision section of the Provider Handbook.

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