

Reminders for *Eye Management Inc.* Referrals and Authorizations in Select Counties For Commercial and Medicare HMO Plans

We are sharing important reminders for obtaining ophthalmology services referrals and authorizations through Eye Management Inc. (EMI) for your Florida Blue patients with a commercial HMO (BlueCare[®] HMO, SimplyBlue HMO, myBlue[®] HMO) or Medicare HMO (BlueMedicareSM HMO) plan.

EMI is the utilization management vendor for these products for members residing in the following counties: **Miami-Dade, Broward, Palm Beach, Monroe, Okeechobee, St. Lucie, Martin, and Indian River.**

Obtaining Referrals and Authorizations:

- **Verify Patient Eligibility:** Before requesting a referral or authorization, verify the patient's eligibility and benefits in the Florida Blue Payer Space in Availity EssentialsTM.

General Ophthalmology Referrals: Required for myBlue HMO and Medicare HMO

- **myBlue HMO and BlueMedicare HMO:** Primary care physicians (PCPs) should coordinate care through EMI for patients that need to be seen by a general ophthalmologist.
- **BlueCare HMO and SimplyBlue HMO:** These plans are open access, and a referral is not required. Patients can see any participating general ophthalmologist listed in our online provider directory located at FloridaBlue.com, select Find a Doctor.

Sub-Specialist Authorizations: Required for Commercial HMO and Medicare HMO

- Patients must be seen by a general ophthalmologist prior to requesting an authorization to be seen by a sub-specialist.
- The [authorization request form](#) is available from the EMI website and must be faxed to EMI at **1-800-922-4132** for review.

Facilities Authorizations: Required for Commercial HMO and Medicare HMO

- EMI reviews professional services that are rendered at a facility setting.
- The requesting provider with the EMI approval of professional services for review, faxes the facility authorization to the Florida Blue pre-certification team.
 - Florida Blue **commercial** pre-certification fax number: **1-877-219-9448**
 - Florida Blue **Medicare** pre-certification fax number: **1-904-301-1614**
- Providers can check Availity for Facility authorization status.

Bascom Palmer Eye Institute Authorizations: Required for Commercial HMO and Medicare HMO

- For all services provided by the Bascom Palmer Eye Institute, the requesting provider must fax the authorization request to EMI at **1-800-922-4132** for review.

Contact Information:

For questions or concerns regarding the referral and authorization process, you can call **EMI at 1-305-861-1152 or 1-800-329-1152**. If you have questions about or trouble verifying a patient in Availity Essentials, call **Florida Blue's Provider Contact Center at 1-800-727-2227**, and select the option for Eligibility or Availity Issues.