

# Emergency eyewear orders

## Definition of emergency eyewear orders

- **Qualifying reasons for emergency eyewear orders.** An emergency occurs when, in your professional judgment, there's a critical patient visual need that cannot be addressed through normal contract lab services. Examples include:
  - A member's safety and/or well-being is at risk without the immediate delivery of prescription eyewear.
  - The member is unable to function at work or school and doesn't have an alternate pair of glasses or contact lenses.
  - Lenses or lens options not in our product catalog that you deem necessary based on your professional judgment. When filing an emergency service claim, you'll need to explain your professional justification.
  - The member suffers a loss, theft or breakage of prescription eyewear, has no alternate pair and can't wear contact lenses.
- **Ineligible reasons for emergencies.** Requests for faster turnaround time for convenience (such as to accommodate trips, vacations or other events), a desire for faster service, or when the member has another serviceable pair of glasses or contact lenses, aren't considered emergencies.

## Emergency lab order process

- **Labs for emergency orders.** You may use the lab of your choice, including a non-contracted lab, for emergency eyewear orders. It will be treated as a private pay lab transaction.
- **Emergency eyewear claims.** Submit a CMS 1500 form in hard copy to receive payment according to the amounts listed under the Claims Submitted Outside of Our Online Claims System section on your fee schedules.
- **Balance billing.** Don't balance bill the member for any difference in reimbursement from the schedule if you order a lens that's not in one of our catalogs.

## Related provider resources



[Emergency service claim explanation form](#)