

June 25, 2021

For Our Vision Providers

Adult Vision Value Added Service

As a value-added benefit to our Medicaid managed care members, AmeriHealth Caritas North Carolina (ACNC) provides an additional pair of glasses and an additional eye exam every two years to adult members ages 21-64 in addition to the regular Medicaid benefit. To qualify for this benefit, members must have received their first pair of glasses in the two-year period through Nash Optical, the state supplier, per North Carolina state law.

AmeriHealth Caritas North Carolina has contracted with Robertson Optical Laboratories as the supplier for this benefit. Robertson Optical Laboratories will be sending each of our contracted vision providers an ACNC frame kit with a variety of styles from which members may choose. Eligible ACNC Medicaid Members age 21 through 64 who require vision correction will have the ability to choose any frame from the designated ACNC Medicaid frame kit with single vision, bifocal, or progressive lenses.

A \$100 invoice payable to Robertson Optical Laboratories is included with each ACNC Medicaid frame kit. The amount is refundable in the event a Vision Care provider leaves the ACNC network.

Dedicated Online Ordering Portal

Robertson Optical Laboratories will provide a dedicated, remote, online ordering portal that ACNC Vision Providers must use when placing orders for

ACNC Medicaid Member glasses. Each ACNC Eye Vision Care Provider will receive an account profile from Robertson Optical Laboratories that will include a unique account number and a unique set of credentials to access the portal.

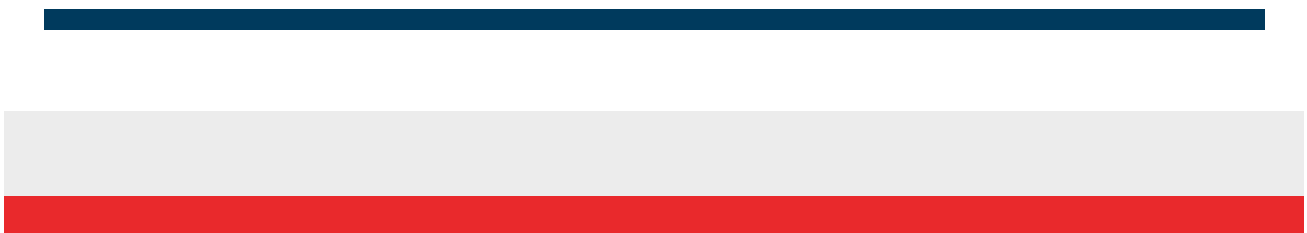
Remote, virtual or on-site training is available to support eyeglass fitting and/or placing eyeglass orders for eligible ACNC members. Please contact Robertson directly to schedule a training.

Robertson Optical

Phone Number: 800-922-5525

email: acnc@roboptical2.com

If you have questions about this information, please reach out to your dedicated Provider Network Account Executive. You can locate Account Executive contact information by region on our website at <https://www.amerihealthcaritasnc.com/provider/resources/account-executives.aspx>.



Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.