



**To:** Vision Providers  
**From:** IEHP – Provider Relations  
**Date:** August 17, 2022  
**Subject:** **REMINDER – Appropriate Billing for Dispensing of Vision Materials**

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Inland Empire Health Plan (IEHP) would like to remind our Vision network that providers are not to submit a claim prior to dispensing vision material to IEHP members.

IEHP's expectations for timely billing of dispensing and record keeping align with the DHCS Medi-Cal Provider Manual, cited below:

**Welfare and Institutions Code Section 14043.341** requires providers to obtain and keep a record of Medi-Cal recipients' signatures when dispensing a product or prescription or when obtaining a laboratory specimen. Therefore, dispensing optical providers (ophthalmologists, optometrists, and dispensing opticians) who dispense a device (eye appliances) requiring a written order or prescription must maintain the following items in their files to qualify for Medi-Cal reimbursement:

- **Medi-Cal recipient's printed name and signature, or**
  - Signature of the person receiving the eye appliance, and
  - Relationship of the recipient to the person receiving the prescription if the recipient is not picking up the eye appliance
- **Date Signed**
- **Prescription number or item description of the eye appliance dispensed**

Providers who continue to inappropriately bill in advance of dispensing materials may be reported to IEHP's Compliance Special Investigation Unit (SIU) for further investigation and may be reported to the Centers for Medicare and Medicaid Services (CMS) and the Department of Health Services (DHCS), as deemed appropriate.

As a reminder, all communications sent by IEHP can also be found on our website at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)