



September 1, 2022

RE: Vision Benefit Administrator Change

Dear Valued Provider,

My Choice Wisconsin is writing regarding an upcoming change with the MCO's vision benefit administrator for members. My Choice Wisconsin has decided to move our vision benefit administration from Herslof for BadgerCare Plus, March Vision for Dual Advantage and the MCO provider network for Partnership and SSI to EyeQuest, the vision product of DentaQuest, **effective November 1, 2022**. This change is effective for the following plans: **SSI, Dual Advantage, BadgerCare Plus and Partnership**.

This letter is serving as notice to you that the contract between your organization and My Choice Wisconsin for Vision Services will be terminated/removed per the Term Notice Period in your contract of 60 (sixty) days. We highly encourage our provider network to contract with EyeQuest as a provider so that members can maintain their continuity of care with the provider already rendering services.

My Choice Wisconsin is diligently working with EyeQuest to ensure a smooth transition of services to EyeQuest for our members.

What You Need to Know:

- New authorizations and claims for dates of service **November 1, 2022**, and forward for **SSI, Dual Advantage, BadgerCare Plus and Partnership** will be processed by EyeQuest.
- If you already have an open/effective authorization in place for **BadgerCare Plus with Herslof or March Vision for Dual Advantage** programs for services to be rendered after **October 31, 2022**, it will be honored by EyeQuest for 90 days or through **February 1, 2023**.
- Claims with Dates of Service prior to **November 1, 2022** will continue to be processed by Herslof for BadgerCare Plus, March Vision for Dual Advantage and by the TPA's for the MCO provider contracted network per your current timely filing and appeal guidelines. Please refer to your contract for these guidelines.

What You Need to Do:

- If you are not already contracted with EyeQuest, please reach out to them immediately to start the credentialing process by clicking the link below and completing the online prospective provider form:

EyeQuest

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- [Prospective Provider Application Form](#)
- E-mail: EyeQuestProviderServices@dentaquest.com
- Phone: 844-824-2014

800.963.0035 TTY 711
Fax 414.287.7704

10201 West Innovation Drive, Suite 100
Wauwatosa, WI 53226-4822

info@mychoicewi.org
www.mychoicewi.org

- Obtain an authorization for new services from EyeQuest after **November 1, 2022**:
 - Via Fax: 888-696-9552
 - For Credentialed Providers: Submit and review PA requests directly on the EyeQuest web portal – [EyeQuest \(dentaquest.com\)](http://EyeQuest.dentaquest.com)
 - Self-Registration Required– Click: ‘Providers, Click here to Register’ to begin registration

- Submit all claims to EyeQuest for dates of service **November 1, 2022** and forward to:
 - **EDI CLAIMS:**
 - Via Clearinghouse – Payer ID *63740*
Include address on electronic claims –
DentaQuest
PO Box 433
Milwaukee, WI 53201-0433
 - For Credentialed Providers: Submit and review claims directly on the EyeQuest web portal – [EyeQuest \(dentaquest.com\)](http://EyeQuest.dentaquest.com)
 - Self-Registration Required– Click: ‘Providers, Click here to Register’ to begin registration
 - **PAPER CLAIMS:**
EyeQuest
Attn: Vision Claims Processing
PO Box 433
Milwaukee, WI 53201-0433

- To check claim status:
 - For Date of Service **11/1/22** and forward, contact EyeQuest by:
 - Email: EyeQuest@dentaquest.com
 - For Credentialed Providers: Check claims status via web portal access–
[EyeQuest \(dentaquest.com\)](http://EyeQuest.dentaquest.com)
 - Self-Registration Required– Click: ‘Providers, Click here to Register’ to begin registration

We appreciate your dedication and service to My Choice Wisconsin members and look forward to continuing to work with you through EyeQuest.

Sincerely,

My Choice Wisconsin, Inc.