

Chapter One

Introduction To The Manual

Overview

Introduction This chapter describes the format of and gives instructions for using the Optical Services Provider Manual.

Background This manual replaces the 1985 Eye Care Services manual and subsequent applicable information from North Carolina Medicaid Bulletins and provider workshop handouts up to the effective date of this manual.

In This Chapter This chapter contains:

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Manual Use and Format

Purpose of the Manual The manual describes those policies and procedures that optical service providers need to follow to receive reimbursement for covered services provided to eligible Medicaid recipients. Descriptions and instructions on completing forms, letters, and other documentation are also included.

Targeted Users of Manual This manual is written for optical service providers.
The Division of Medical Assistance (DMA) will notify providers of revisions and updates to the policies in this manual through Medicaid bulletins and revised manual pages.

Chapter and Page Numbers The manual is divided into chapters for easy reference. Numbers in the lower right hand side of each page show the chapter and page. Pages are numbered sequentially by chapter. For example, 1-1 (Chapter 1, page 1), 2-1 (Chapter 2, page 1), etc.

Continued on next page

Manual Use and Format, Continued

End Information In addition to the main chapters, the manual includes appendices and a glossary of terms. The appendices include phone numbers and addresses referenced in the text.

Labels Labels or names are located in the left margin of each information block. They describe the content or function of the block.

Labels provide key subject matter identification allowing the reader to scan and locate information quickly within a chapter or a section within a chapter.

Note **Note:** is used to alert the reader of additional information of importance regarding the topic.

Topic Roster Each chapter has a topic roster listing the major subjects and the page number where the topic can be found. The topic roster serves as a table of contents for major subjects within each chapter. The topic roster looks like this:

Topic	See Page

Manual Updates

Updating the Manual The Optical Services Manual will be reviewed annually and updated as needed. Providers will be sent copies of the replacement pages.

Update Log A log will accompany manual updates. The updates will have an Update Number indicating the year and update number for that year. This log will act as a reference for the provider to ensure that each update has been received. Each log will list updates that have been issued since the original publication of the manual. With this log history, the provider will know if he or she has all updates.

An “Update No.” will be indicated in the first column on the update log. The second column will be titled “Update Issued,” indicating the date that the update was issued.

Continued on next page

Manual Updates, Continued

Numbering Updated Pages

Updated replacement pages will have the same number as the page they are replacing. If additional pages are required, the new pages will carry the same numbering as the replacement page with an alphabetic character in ascending order. For example, if Chapter 1, page 7 is replaced with three pages, the page numbering would be 1-7, 1-7a, 1-7b.

Effective Date of New Material

The month and year that the new material is effective will appear in the bottom left corner of each page. The provider can check this date to ensure that the material being used is the most current.

Identifying New Information

The following information blocks give examples of how new labels, new information blocks, and new or changed material within an information block will be indicated.

New Label

A new label for an existing information block will be indicated by dark outlining of the block label.

New Label/New Information Block

A new label and new information block will be identified by dark outlining of the label and the information block.

New Material in Existing Block

New or changed material within an existing information block will be indicated by outlining the information block.

New or Changed Paragraph

A paragraph within an information block that has new or changed material will be indicated by shading of the paragraph.

Paragraph with new material.

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