



# CareFirst Broker Flash

**For Consumer Direct contracted brokers only.**  
**For additional information or supplies, please contact your Broker Sales Representative.**  
**(Not intended for distribution to groups and members)**

Date: February 20, 2018  
Market: Consumer Direct

## Reimbursement for ACVA Pediatric Vision Exam Copay

CareFirst recently identified an issue impacting a portion of the ACA pediatric vision membership in Maryland. These members were incorrectly charged a \$50.00 copay for their routine vision exam (instead of \$0). A total of 1,769 pediatric vision exam copays were impacted since April 2016.

The issue has been corrected as of December 13, 2017 in the Davis Vision system. Davis Vision is reimbursing these members for their error. Since the issue dates back to April 2016, some members are also entitled to interest on their refund.

Members were mailed a letter and reimbursement check, plus any interest due, on February 16, 2018. The letter was sent to the subscriber's attention since the impacted members are pediatric. A separate letter and reimbursement check will be mailed for each incorrectly charged copay; a subscriber may receive multiple letters.

A copy of the letter is attached.

### Key messages

If a member calls with concerns, please share the following information:

- You were incorrectly charged a \$50.00 copay for a pediatric vision exam. Your contract does not require a copay for a routine pediatric vision exam.
- Enclosed in your letter, you will find a refund from Davis Vision. The refund includes payment for an incorrectly charged copay for a pediatric vision exam rendered since April 2016, plus any interest.
- This issue impacted only the pediatric vision exam for members under the age of 19. The adult vision exam benefit was covered correctly.
- CareFirst partners with Davis Vision to administer your vision benefits. If you have any additional questions or concerns, please contact Davis Vision Member Services at 800-783-5602 (TTY: 800-523-2847), Monday through Friday from 8 a.m. to 11 p.m., Saturday from 9 a.m. to 4 p.m., and Sunday from noon to 4 p.m. All hours are Eastern time.
- We regret any inconvenience or confusion this may have caused.

If you have any questions, please contact your broker sales representative.

Vickie S. Cosby  
Vice President, Consumer Direct Sales, Distribution and Communications



February 16, 2018

RE: Pediatric Vision Exam Copay Reimbursement

Dear Member:

CareFirst BlueCross BlueShield (CareFirst) recently determined that your pediatric vision benefits were not paid in accordance with your contract. You were incorrectly charged a \$50.00 copay for a pediatric vision exam. However, there is no copay associated with routine pediatric vision exams. The issue has been corrected as of December 13, 2017. In the future, you will not be charged a copay for these services under this plan.

CareFirst partners with Davis Vision\* to administer your vision benefits. Davis Vision is refunding the \$50.00 that is owed to you, plus any applicable interest. Your refund is enclosed with this letter.

If you have any questions or concerns, please contact Davis Vision Member Services at 800-783-5602 (TTY: 800-523-2847), Monday through Friday from 8 a.m. to 11 p.m., Saturday from 9 a.m. to 4 p.m., and Sunday from noon to 4 p.m. All hours are Eastern time.

We sincerely regret any inconvenience this may have caused.

Sincerely,

A handwritten signature in black ink that reads "Shawn P. McLeod".

Shawn P. McLeod  
Vice President, Customer Service

\*CareFirst partners with Davis Vision to offer an extensive national network of optometrists, ophthalmologists and opticians. Davis Vision is an independent company that provides administrative services for vision care to CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. members. Davis Vision is solely responsible for the services it provides.