

Question of the Month

April 2026

Question: Are you aware of an Ambetter policy requiring an invoice for reimbursement for contact lenses? I have reviewed their manual and cannot find one. We have spoken with a level 2 customer service rep who refused to help and would not escalate the issue. I wanted to see if you were aware of an issue like this.

Response (From AmBetter Provider Relations Specialist for Centene Vision):

I would like to advise that there is no new policy. The claim denial occurred due to a system error on the part of Centene Vision Services. I have coordinated with our system configuration representative to correct this issue to prevent any future DINVOICE denials for routine contact services.

I have submitted a ticket to have the claim reprocessed for payment consideration. Please allow up to 30 days for the reprocessing to be completed. No further action is required on your behalf at this time.