

Question of the Month

May 2026

Question: The MOA has received multiple questions regarding Devoted Health Plan and denials for medical eye care claims. Some inappropriate denials have instructed the provider to file medical claims to EyeMed rather than directly to Devoted Health Plan.

Response: The MOA has been in contact with Devoted Health Plan multiple times. As of May 1, 2026, Devoted Health Plan has requested a conference call to further discuss the issues being experienced. As of May 4, 2026, the call is in the process of being set up. In the meantime, Devoted Health Plan did provide a document with a summary of their contracted vendors.

Medical eye care for Mississippi has not been subcontracted out to any vendors. Devoted Health Plan has subcontracted only the well vision (routine vision) only for Mississippi to EyeMed.

| BENEFIT | PARTNER | INFORMATION | CONTACT | STATES |
|----------------|---------|---|----------------|--------------------------------|
| Routine vision | EyeMed | <p>For authorizations: Prior authorizations are not required for routine vision services.</p> <p>For claims processing: Send claims directly to EyeMed if you're contracted with them. If you're contracted with us, follow our standard claims process.</p> <p>Claims address: EyeMed Vision Care Attn: OON Claims P.O. Box 8504 Mason, OH 45040-7111</p> | 1-800-521-3605 | AL, IL, KS, MO, MS, OH, TN, UT |

If any provider receives a denial for medical eye care from Devoted, particularly if the denial states the medical claim should be filed with EyeMed, please let the MOA know and provide a copy of the original claim and the denial to the MOA after removing any patient identifying information. The MOA is hoping to resolve this issue and have claims reprocessed but this decision has not yet been made.