

## How to Make an Eye Doctor Appointment with Medicaid

**1.A If you know your HMO Provider**, please see the table below and call the number listed for your specific HMO. Follow steps 4-7 to proceed with making an eye exam appointment. **It is best to call between the 21<sup>st</sup> and 26<sup>th</sup> of the month. Appointments are first come first serve.**

HMO Provider	Within Milwaukee	Number for Clients Outside of Milwaukee County
Anthem BlueCross BlueShield	(855) 516-2724	(855) 516-2724
Children’s Community Health Plan	(414) 462-2500	(800) 822-7228
Independent Care (iCare)	(414) 462-8818	(800) 501-0700
Managed Health/Network Health	(414) 462-3101	(866) 458-2134
Molina Health Care	(414) 760-7400	(800) 822-7228
Trilogy	(414) 462-5800	(800) 822-7228
United HealthCare	(414) 462-5522	(800) 504-9660
Straight Title 19	In Milwaukee*27 <sup>th</sup> Street Optical (414) 933-3937 and *Aurora Vision Center (414) 586-5668 sees patients with Straight Title 19	(800) 362-3002

**1.B If you do not know your HMO Provider**, call the 1-800 number on your ForwardHealth card.

- Options to receive further information on their vision health coverage will include the following:
  - Push 1
  - Wait for the PSA to complete, then push 2
  - Push 5

2. After this series, you should be speaking with someone at Medicaid

\*They will ask you for your 10-digit I.D. number or social security number to verify your account\*

3. Tell the representative you are trying to make an eye exam

appointment and need to know your HMO Provider and the number to call. Document this information in the table below:

**Sample ForwardHealth Identification Card**



HMO Provider	Phone Number

4. Call the number for your HMO Provider. You must provide them with your 10 digit I.D. number to move forward with making an appointment. Ask which clinics/plans they cover in

your area for vision services. It is best to call between the 21<sup>st</sup> and 26<sup>th</sup> of the month. Appointments are first come first serve.

5. Document the clinic, phone number and/or website in the chart below:

Provider/Clinic	Phone Number	Website

6. Once a covered clinic is determined, call this number to make an eye exam appointment. You will have to state your 10 digit ForwardHealth I.D. with the clinic to make an appointment.

7. Document the date and time of your appointment. An appointment slip reminder is below.

***\*You must bring your ForwardHealth card and a form of I.D. (driver license or identification card) to your eye exam appointment. The eye doctor will not see you unless you have your ForwardHealth card and a form of I.D.***

Sample Driver License



Sample Identification Card



Sample ForwardHealth Identification Card



### Eye Exam Appointment Slip

**\*Bring your ForwardHealth Card and a form of I.D. with you to your eye doctor appointment\***

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Clinic: \_\_\_\_\_ Address: \_\_\_\_\_

Arrive \_\_\_\_\_ minutes before your appointment