

Illinois Department of Healthcare and Family Services
Optical Program Overview for ACEs and CCEs

Basic Overview

The optical benefit is different from other benefits because providers must submit a claim to HFS *before* the fabrication of eyeglasses begins. For other programs, billing occurs after services are rendered.

In most cases, the Illinois Department of Corrections (IDOC) manufactures the glasses. Optical supplies such as low vision devices, contacts, special eyewear and all other materials not available through IDOC require prior approval by HFS.

HFS does not limit the number of eyeglasses children less than 21 years of age receive in a year. Adults aged 21 and over are limited to one pair of eyeglasses every two years. For more information, see the [Handbook for Optometric Services \(PDF\)](#).

Eyeglass Claims, Fabrication and Delivery Process

A client should seek services from an optical provider enrolled with HFS. The provider will perform an eye exam. The client will choose frames from a selection of eyeglasses on a frame board that IDOC supplies.

The provider will mail a paper Optical Prescription Order (OPO) and a paper HFS 1443, Provider Invoice form to HFS. The provider will bill the dispensing code 92340 or 92341 or repair code 92370. The [Handbook for Providers of Optometric Services](#) appendices provides instructions on how to complete the forms.

HFS processes OPOs and sends them to HFS contractor Dixon Correctional Industries (a part of IDOC) by UPS daily. If HFS approves the claim, HFS sends an electronic approval to fabricate the eyeglasses to IDOC. This process happens daily.

IDOC will fabricate and mail the eyeglasses to the provider address listed on the OPO. The provider must contact the client to inform them their eyeglasses are ready, fit the eyeglasses, ensure the eyeglasses work for the client, and handle returns as needed. IDOC provides a 90-day warranty on frames, and returns are handled through IDOC.

The entire process can take approximately six weeks.

Upcoming Changes

To expedite fabrication and delivery of eyeglasses, HFS will implement an Electronic OPO and Claim through HFS' [MEDI site](#). Providers will enter the optical prescription information into MEDI at the same time as the claim. The OPO information will be sent to IDOC's system electronically.

Contacts for Further Information

Optical Billing Consultant: 1-877-782-5565 (select option 3 and then option 4).

IDOC Toll Free Information Line: 1-800-523-1487