

Medi-Cal replaces lost or broken glasses

eye app

4

Non-Covered Eye Appliances

The following eye appliances are not Medi-Cal benefits:

- Eyeglasses used solely for protective, cosmetic, occupational or avocational purposes
- Spare pairs of eyeglasses
- Single vision eyeglasses in addition to multifocals
- Eyeglasses prescribed for other than the correction of refractive errors or binocularity anomalies
- Double segment bifocal or no-line multifocal lenses
- Multifocal contact lenses
- Eyeglasses to be used alternately with contact lenses

Replacement of Lost, Stolen, Broken or Damaged Appliances

Lost, stolen, broken or significantly damaged eye appliances may not be replaced unless a recipient or recipient's representative supplies the provider with a signed statement. The statement must certify that a loss, breakage or damage was beyond the recipient's control and must include the circumstances of the loss or destruction and the steps taken to recover the lost item. A recipient's signed statement about the circumstances of replacement must be retained in the recipient's file for at least three years.

Providers will not be held responsible for inaccurate statements by recipients. Providers may certify that specific items require replacement due to normal wear and tear or aging and that no abuse is evident. There are no time restrictions for replacement or repair of eye appliances.

Record Keeping

Providers must make a reasonable effort to ascertain and record the age, source and characteristics of a recipient's most recent ophthalmic correction. Reviewing provider records and asking recipients about prior ophthalmic corrections will satisfy this requirement.

Date Appliance Delivered

Welfare and Institutions Code Section 14043.341 requires providers to obtain and keep a record of Medi-Cal recipients' signatures when dispensing a product or prescription or when obtaining a laboratory specimen.