CENTENE VISION – LABORATORY ORDERING FREQUENTLY ASKED QUESTIONS

Q1: Does Centene Vision offer an Open Lab Network?

A1: Yes. Centene Vision allows you unrestricted variety when it comes to laboratory and product choice. This model allows you the freedom to conduct your business as you see fit and will allow you increased revenue to the ability to recommend premium products.

Q2: Is Essilor Laboratories of America (Essilor Labs) Centene Vision's Preferred Lab Partner?

A2: Yes. Essilor Labs is the preferred lab partner for Centene Vision. Essilor Labis the largest and most trusted optical lab network in the United States. With more than 128 optical laboratories across the nation, they are committed to supporting Eye Care Professionals in ways that exceed expectations for service, performance, and quality. They are a full-service provider bringing extensive lens offerings, superior manufacturing, quality, and technologically advanced processing. Through Essilor Labs, you gain access to premium brands like Varilux®, Crizal®, Eyezen+™, Transitions®, and Xperio UV™. Beyond your Centene Vision work, Essilor Labs offers services including accredited online and in-office staff training, business consulting, pricing analysis, and programs designed to build practice profitability.

Q3: Which Essilor Labs can I order my Centene Vision Jobs?

A3: As a CenteneVision provider, you may place orders at any lab within the Essilor Lab network. However, there is a list of preferred Essilor Labs*, which will offer you the lowest contracted price list when you provide a frame from your office and order lenses from the lab. Classic Optical is the exclusive supplier of the Centene Vision frame and lens package.

Q4: Does Centene Vision and Essilor Labs offer a "Frame and Lens Package Program"?

A4: Yes. Effective July 15, 2020, Centene Vision, in partnership with Essilor Labs will be offering the Affordable Vision Package (AVP), a value-priced frame and lens package exclusively through Classic Optical. This package can be easily accessed through VisionWeb by selecting "EL-AVP" as the lab for any AVP orders. The AVP is a complete pair solution, perfect for Medicaid programs. The package includes the entire Lantis frame collection, any frame from the Modern Optical green and lime collection, and where applicable, the frames offered by Classic Optical as part of the state Medicaid program. The lenses offering includes not only plastic single vision, bifocal, trifocal and progressive lenses but also buy up options for higher index materials, photochromic and polarized lenses and No-Glare treatments. For more information or to sign up for the Envolve Vision AVP, please contact Classic Optical at (888) 522-2020.

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Q5: If I don't want to offer the Centene Vision AVP frame and lens package, which frames and lenses can I offer my patients through Centene Vision and Essilor Labs?

A5: **Frames**

Providers may offer any frame in your dispensary to your Centene Vision members *(Frames outside of any member allowance will be the member's responsibility.)*

Lenses

It's important to ensure your members receive the appropriate visual solutions within their means. While offering basic lenses may be a necessity for a large majority of your members, you'll also have the choice to recommend premium visual solutions to your Centene Vision members without the restrictions that product catalogs bring. *(Premium lenses require an upcharge to the member to pay out of pocket when not covered by the allowance.)*

Q6: Will Centene Vision pay Essilor Labs directly for my Centene Vision Jobs?

A6: No. In order to allow you freedom to select your lab of choice for your Centene Vision work, Centene Vision does not pay the lab bill for most of your Centene Vision work; this also includes work within the Centene Vision/Classic Optical AVP Frame and Lens Package Program. All lab bills for Centene Vision lab work will be paid by you, the Centene Vision Provider.

Exception - In Georgia, Classic Optical can also submit claims to Centene Vision for your lab bill when you choose to place your orders with Classic Optical on those specific plan order forms. Please contact Classic Optical at (888) 522-2020 for more information.

Q7: What's the process to apply for an account number with a particular Essilor Lab?

A7: If you'd like to get started right away, simply place a call to your selected lab. They'll send you a welcome packet including a New Account Application. After you've completed and faxed the New Account Application, you'll be contacted by our customer service department with your new account number. Once you have your new account number, you can begin placing your Envolve Vision orders. If you need help along the way, please call your preferred Essilor Lab or speak with your Essilor Account Manager.

Q8: What does the Essilor / Centene Vision arrangement bring?

A8: As a valued Essilor Laboratory Customer, when placing an order through a Preferred Essilor Lab, you'll receive 32% off the National Labs pricing for all products and upgrades.

Q9: Are independent providers required to send their Centene Vision work to this network of laboratories?

A9: No. However, Essilor Labs is the Centene Vision preferred laboratory network. Sending Centene Vision work to an Essilor Lab will help save you money, time and effort in obtaining lenses for your members. In addition to your reimbursement from Centene Vision, providers who choose a Preferred Essilor Labs for their Centene Vision work are entitled to receive 32% off the normal lab cost for products and upgrades. Exception: Should you choose to participate in the new Centene Vision / Classic Optical Exclusive AVP Frame & Lens Package Program, you will need to select "EL-AVP" as the lab from VisionWeb to send your work to Classic Optical, as they are the exclusive laboratory able to provide the frames for the Centene Vision Medicaid Frame Kits.

Q10: What if I already have an account number with my preferred Essilor lab?

A10: Whether you want to send your work to one of the Essilor Labs that is currently set up to begin processing your Centene Vision work at the contracted price or any other Essilor lab not on the list, you can use your existing account number. You do not need to set up a new one.

Q11: What is the easiest way to take advantage of effortless ordering and ensure I receive the preferred pricing when placing my Centene Vision orders at an Essilor preferred lab?

A11: All you'll have to do is log into VisionWeb at www.visionweb.com and place your order like you currently do for your private pay work. The only difference is, *you'll select your lab of choice and then select, "Centene Vision" from the managed vision care drop down menu to trigger preferred pricing*. For AVP orders fulfilled through Classic Optical, select EL-AVP as the lab of choice. If you are not currently a VisionWeb customer, don't worry. You can create an account and then begin your ordering process.

Q12: What other methods do I have to place my Centene Vision orders?

A12: To place all Private Pay lab choice Centene Vision orders, please use VisionWeb, or call or fax your orders directly to your preferred Essilor lab and indicate the order is for an Centene Vision member. However, utilizing VisionWeb to place your Centene Vision orders will be the most effective way to secure your preferred pricing.

Q13: Who should I call with non-lab related questions or concerns?

A13: For all non-lab related questions including member coverage, please call Centene Vision's Customer Service Department at the number indicated in your products plan specifics.

Q14: Can I use Essilor Labs for non-Centene Vision work?

A14: Absolutely. Any one of our network labs can provide a full range of products and services to assist you in delivering the best possible vision care to your patients. Please contact your preferred Essilor Lab for private pay ordering processes, special offers, and pricing.

Q15: Which products are available through Essilor Laboratories?

A15: A full range of ophthalmic products are available to fit any practice need – from progressives to No-Glare and lens materials including premium Essilor brands such as Varilux®, Crizal®, Eyezen+®, Transitions®, XperioUV ™ and other Essilor brands.

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PREFERRED ESSILOR LABORATORIES LISTING

Only preferred labs can offer Centene Vision's lowest contracted price. Lab list as of 11/2026

BARTLEY OPTICAL
1300 Optical Dr, Ste 400
Azusa, CA 91702
(800) 347-4733

BEITLER-MCKEE OPTICAL CO
160 S 22nd St
Pittsburgh, PA 15203
(888) 488-1024

BELL COLUMBUS
3671 Interchange Rd
Columbus, OH 43204
(800) 776-8077

BELL OPTICAL
2182 Rt 75, Ste 2
Kenova (Huntington), WV 25530
(800) 553-3402

BRISTOW OPTICAL
3844 E 5th St
Tucson, AZ 85716
(800) 303-5885

CUSTOMEYES
1001 Sterns Dr
Sauk Rapids, MN 56379
(800) 535-1493

CUSTOMEYES
4470 48th Ave Ct
Rock Island, IL 61201
(800) 322-6754

DBL LABS
6650 Saukview Dr
St. Cloud, MN 56303
(800) 888-0222

DUFFENS OPTICAL
2929 W 9th Ave
Denver, CO 80204
(800) 999-5367

DUFFENS OPTICAL
8140 Marshall Dr
Lenexa, KS 66214
(800) 397-2020

DUFFENS OPTICAL
3625 Willowbend Blvd, Ste 110
Houston, TX 77054
(800) 392-9774

EAST COAST OPHTHALMIC
7018 AC Skinner Pkwy, Ste 240
Jacksonville, FL 32256
(800) 493-3214

ELITE OPTICAL
1450 W Walnut St
Rancho Dominguez, CA 90220
(800) 468-6788

ELITE OPTICAL
9901 Horn Rd
Sacramento, CA 95827
(800) 556-5502

ELITE OPTICAL
801 N Burke St
Visalia, CA 93292
(800) 624-6672

JORGENSON-PENINSULA OPTICAL
1901 S Union Ave
Tacoma, WA 98405
(800) 426-8918

KOSH OPHTHALMIC
2901 W McNab Rd
Pompano Beach, FL 33069
(800) 327-4118

MERIDIAN OPTICAL
3711 E Atlanta Ave
Phoenix, AZ 85040
(800) 352-5465

MIDLAND OPTICAL
2360 59th St
St. Louis, MO 63110
(800) 325-3176

MILROY OPTICAL
5067 Savarese Cir
Tampa, FL 33634
(800) 366-2702

OMEGA DALLAS
13515 N Stemmons Fwy
Dallas, TX 75234
(800) 366-6342

OSI – GRAND RAPIDS
1526 Plainfield Ave NE
Grand Rapids, MI 49505
(800) 441-4441

OPTI-CRAFT
12130 NE Ainsworth Cir
Portland, OR 97230
(800) 288-8048

OPTOGENICS
2828 Erie Blvd E
Syracuse, NY 13224
(800) 678-4225

PRECISION OPTICS
6925 Saukview Dr
St. Cloud, MN 56303
(800) 328-7075

SOUTHERN OPTICAL
1856 Corporate Dr, Ste 150
Norcross (Atlanta), GA 30093
(800) 765-7343

SOUTHERN OPTICAL
1909 N Church St
Greensboro, NC 27405
(800) 888-8842

SOUTHERN OPTICAL
501 Merritt St
Nashville, TN 37203
(800) 333-8498

SOUTHERN OPTICAL
136B Industrial Park Rd
Piney Flats, TN 37686
(800) 888-2544

SOUTHERN OPTICAL
10813 Trade Rd
Richmond, VA 23236
(800) 552-9739

SUTHERLIN OPTICAL LAB
1941 Central St
Kansas City, MO 64108
(800) 999-8193

SUTHERLIN OPTICAL LAB
308 S Wall Ave
Joplin, MO 64802
(800) 999-8193

TEAM DUFFENS
713 SW 119th St
Oklahoma City, OK 73170
(405) 703-4133

TWIN CITY OPTICAL
4601B Proximity Dr
Louisville, KY 40213
(800) 647-6970

TWIN CITY OPTICAL
2323 Aero Park Ct
Traverse City, MI 49684
(800) 424-0344

TWIN CITY OPTICAL
1002 10th St W, Ste 3
Billings, MT 59102
(800) 258-4192

TWIN CITY OPTICAL
1213 Continental Ave
Bismarck, ND 58501
(800) 258-4186

TWIN CITY OPTICAL
3109 W 41st St, Ste 115
Sioux Falls, SD 57105
(800) 615-1106

WOS OPTICAL
610 Lombardi Ave
Green Bay, WI 54304
(800) 888-4454

EL-AVP (CLASSIC OPTICAL)*
3710 Belmont Ave
Youngstown, OH 44050
(888) 522-2020

*AVP Complete Pair Pricing Only. Classic Optical will bill your office for complete pairs ordered through VisionWeb.

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