

Answers to the most commonly asked questions about EyeMed Vision Care



General questions

Why do I need a regular eye examination?

Regular eye exams are crucial to your vision and overall health. Eye examinations can lead to the early detection of several vision and health-related conditions, including glaucoma, diabetes, cataracts and hypertension. And because early detection is key for treatment, regular eye examinations play a vital role in ensuring a healthy life.

Eye exams are important at all ages. The American Optometric Association recommends eye exams as early as 6 months of age and continuing regularly throughout a person's life. Undiagnosed vision problems can interfere with learning in school-age children and can lead to irreversible vision loss, significantly impacting everyday activities at any age.

Will I save more with this vision care benefit, or with an eyewear coupon or other promotional offer?

Take a moment to review your plan coverage. In almost every instance, you will find that your vision care plan delivers greater savings and lower out-of-pocket costs at more provider locations than a coupon or special offer. You can also use your benefit when it is convenient for you, without having to worry about coupon expiration dates or limited-time offers. Please note, your benefit cannot be combined with any other discounts or promotional offers. You are responsible for co-pays, any remaining out-of-pocket expenses and applicable sales tax.

Who are subscribers and dependents?

The subscriber is the individual who is enrolled in the program through his/her employer. Dependents include the subscriber's spouse and children, referred to as members.

How do I contact the Customer Care Center?

At EyeMed, we make customer service simple and accessible. Speak with a live representative daily by calling:

866-800-5457

Monday through Saturday
7:30 a.m. to 11 p.m. (EST)

Sunday
11 a.m. to 8 pm. (EST)

Or access a number of automated features available online at eyemed.com or throughout our automated voice response system.

To learn more, visit eyemed.com



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Benefit plan questions

How do I access my vision benefit?

1. Visit eyemed.com to locate the EyeMed provider most convenient for you.
2. Schedule an appointment. When making the appointment, tell the office that you are an EyeMed member and provide your name, the name of your organization or plan and your member ID number.
3. When you arrive, identify yourself as an EyeMed member and present your ID card.
4. Your EyeMed provider will take care of the rest.

Can I purchase two pairs of eyeglasses and/or eyeglasses and contact lenses in the same benefit period?

Yes! With discount plans, the frequency is unlimited. For funded plans, members are eligible for discounts off a complete pair of eyeglasses and conventional contact lenses once the funded benefit has been used.

This flexibility allows members to combine their funded benefit with the additional savings in order to obtain multiple pairs in one benefit period.

Do I need an identification card to access my benefits?

While ID cards are not required for members to receive services, EyeMed provides each subscriber with two ID cards as a courtesy. We have found that the use of ID cards can expedite the process, as they supply providers with all the information needed for eligibility verification.

How do I request additional ID cards?

Although ID cards are not required to receive service, you can request additional cards through our website or by calling the Customer Care Center.

Will I be able to choose any eyewear product available at an EyeMed provider location?

Yes! With EyeMed, you can apply your benefit toward any available frame or brand of contact lenses that fits your lifestyle. Simply consult with your provider if you have any questions about how your vision care plan will be applied toward your eyewear purchase.

To learn more, visit eyemed.com



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Benefit plan questions

Do you offer additional discounts beyond the benefit plan?

Yes! You will have the following additional savings available with funded plans:

- Discounts off additional complete pairs of glasses and additional conventional contact lenses once the funded benefit has been used
- Discounts on items not fully covered by the plan
- Discounts off the balance over frame allowance
- Discounts off any remaining balance over conventional contact lens allowance

Can I use a portion of my allowance during the calendar year and then use the remaining balance during that same calendar year?

Unfortunately, no - you can only use your benefit allowance during that calendar year.

How do I submit a claim?

You are only responsible for submitting claims when using benefits at an out-of-network provider, as it is the responsibility of the provider to verify eligibility and submit the claim for in-network services.

If you visit an out-of network provider, you will be responsible for paying the provider in full at the time of service, and then submitting the claim and receipts to EyeMed for reimbursement.

To ensure timely payment, contact our Customer Care Center or visit the EyeMed website to request an out-of-network claim form prior to seeing the doctor. Mail, fax or email the completed form, along with the itemized paid receipts for services and materials, to the following:

EyeMed Vision Care

Attn: OON Claims

P.O. Box 8504, Mason, OH 45040-7111

oonclaims@eyemed.com

Fax: 866.293.7373

What is a contact lens fit and follow-up?

If you decide to get contact lenses, an eye care professional will need to prescribe them for you. Just make a contact lens fit appointment to discover which kind is best for you. If you need a routine application of soft, spherical daily wear contact lenses for a single vision prescription, you'll receive a standard contact lens fit.

For more complex applications - including toric, bifocal/multifocal, cosmetic color, post-surgical and gas permeable lenses - you will get a premium contact lens fit. Up to 45 days after the initial fitting, you will visit for a follow-up - allowing your provider to see how the contact lenses are working for you.



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Provider questions

How do I locate a provider on the EyeMed network?

To locate a provider, simply refer to the member brochure/ID cards mailed to your home, select the provider locator from our website at eyemed.com or call the Customer Care Center.

Do you offer both independent and optical retailers on your panel?

Yes. The EyeMed network is comprised of both independent and optical retail locations. Members have access to thousands of private practitioners and the nation's leading optical retailers: LenCrafters®, Target Optical®, JCPenny Optical®, Sears Optical® and most Pearle Vision® locations.

To nominate a provider, complete a Provider Nomination Form available through our Customer Care Center. The provider must accept and agree to the Terms and Conditions of our Professional Provider Agreement and complete the credentialing process to ensure they meet our quality standards.

Laser vision questions

Do you offer a discount on laser vision correction?

Yes. We offer members 5% off any promotional price or 15% off the retail price for treatments performed through the U.S. Laser Network, which is owned and administered by LCA-Vision.

How do I access the laser vision discount:

1. Call the U.S. Laser Network at 1.877.5LASER6 to find the laser correction provider most convenient for you.
2. Schedule a consultation with the provider. When making the appointment, tell the office that you are an EyeMed member.
3. During your consultation, you and your provider will determine whether or not you are a good candidate for the procedure.
4. If you choose to proceed with the treatment, call the U.S. Laser Network to request an authorization for your discount. A refundable deposit will also be requested at this time. The authorization will be sent to you and the laser provider.
5. Schedule your procedure. After your appointment, be sure to follow all post-operative instructions carefully.

To learn more, visit eyemed.com



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