

# Answers to the most commonly asked questions to EyeMed Vision Care.



For more information, visit our website at [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com).

## General Questions

### Why do I need a regular eye examination?

Individuals at every age can benefit from regular eye care:

- Babies and Toddlers: The American Optometric Association recommends babies receive their first eye exam between the ages of six and 12 months.<sup>1</sup>
- School-Age Children: Up to 25% of school-age children may have vision problems that can affect learning.<sup>2</sup>
- Adults: Approximately 202.6 million adults in the United States alone need vision correction.<sup>2</sup>
- Seniors: Serious eye conditions such as glaucoma and cataracts are most prevalent in individuals over the age of 60.<sup>4</sup>

In addition, many general health problems can be detected through proactive optical care. Regular exams are a simple, noninvasive tool to help identify early signs of serious and chronic health conditions, including high blood pressure, diabetes, heart disease and high cholesterol. And because early detection is key for treatment, regular eye examinations play a vital role in a healthy life.

### Who is a subscriber?

The subscriber is the individual who is enrolled in the program through his or her employer. Members include the subscriber and their spouse and/or children.

### How do I contact the Customer Care Center?

Contact our award-winning Customer Care Center by calling the toll-free telephone number found in your Benefit Summary or ID card. Representatives are available 102 hours per week, closing only on Easter, Thanksgiving and Christmas. For self-service, a number of automated features are available online at [eyemedvisioncare.com](http://eyemedvisioncare.com) or through our Interactive Voice Response system.

### What are your Customer Service Hours?

EyeMed offers extended customer service hours, including Saturday and Sunday, to align with provider hours so we can be available when you need us most.

Hours of Live Operation  
Monday - Saturday: 7:30 a.m. to 11:00 p.m. EST  
Sunday: 11:00 a.m. to 8:00 pm. EST

To learn more, visit [EyeMedVisionCare.com](http://EyeMedVisionCare.com).

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# Benefit Plan Questions

## How do I use my vision benefit?

To access your vision benefit:

1. Locate an in-network provider of your choice by calling our Customer Care Center or visiting our website.
2. Schedule an appointment. Many of our providers also offer walk-in appointments, in which case, an appointment is not necessary.
3. When you arrive, identify yourself as an EyeMed member or present your ID card to receive services.
4. Your EyeMed provider will take care of the rest.

## Do I need an identification card to access my benefits?

No. ID cards are not required to access in-network services at EyeMed locations; however, members typically appreciate receiving the no-cost EyeMed Welcome Packet and ID cards because it includes a customized list of nearby providers, confirms enrollment, communicates plan benefits and provides conveniences at the point of service.

## How do I request additional Member ID cards?

Although member ID cards are not required to receive service, you can request additional cards by printing through our online member portal.

## 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 fit your vision needs and lifestyle. Simply consult your provider if you have any questions about how your vision care plan will be applied toward your eyewear purchase.



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

Yes! Members with a funded EyeMed plan are eligible for additional discounts once the benefit has been used. We offer the largest additional pair discount in the industry, 40 percent, which can be used at any network location at any time throughout the plan year. This flexibility allows members to combine their funded benefit with additional savings to obtain multiple pairs in one benefit period.

Members with an EyeMed Discount plan may utilize stated discounts as often as they like throughout the plan year.

## Do you offer additional discounts beyond the benefit plan?

Yes! You will have the following additional savings with a funded EyeMed plan:

- 40 percent off additional complete pairs of glasses
- 20 percent off any remaining frame balance
- 15 percent off any remaining conventional contact lens balance
- 20 percent off non-covered items, including non-prescription sunglasses, accessories and lens cleaner
- 15 percent off the standard price or 5 percent off any promotional price of LASIK or PRK services

## How do I submit a claim?

Your EyeMed provider will submit claims for in-network services; you are only responsible for submitting claims when visiting an out-of-network provider. In this instance, you may obtain an out-of-network claim form from our website or Customer Care Center and mail, fax or email the completed form, along with the itemized paid receipts for services and materials to:

EyeMed Vision Care  
Attn: OON Claims  
P.O. Box 8504  
Mason, Ohio 45040-7111  
oonclaims@eyemedvisioncare.com  
Fax: 866-293-7373

To learn more, visit [EyeMedVisionCare.com](http://EyeMedVisionCare.com).



## Provider Questions

### How do I locate a provider on the EyeMed network?

To locate a provider, simply refer to the customized directory sent to your home as part of the Welcome Packet or select the provider locator from our website or call the Customer Care Center.

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

Yes. Because we believe you should have a vision benefit that addresses your unique needs and lifestyle, our network is comprised of both independent and optical retail locations. Among the largest managed vision care organizations, only EyeMed provides in-network access to five of the top six most preferred optical retail locations, including: LensCrafters®, most Pearle Vision®, Sears Optical®, Target Optical® and JCPenney Optical®.

### How do I nominate a vision care provider to be added to your panel?

To nominate a provider, simply have your eye care professional complete the Provider Nomination form available through our Customer Care Center and return as instructed on the form.

## Laser Vision Questions

### Do you offer a discount on laser vision correction?

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

### How do I access the laser vision discount?

To 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.

Sources:

<sup>1</sup> American Optometric Association, "Infant Vision: Birth to 24 Months of Age," January 2012.

<sup>2</sup> Based on consumer study data by AC Nielsen and verified by Vision Watch data, 2008.

<sup>4</sup> American Optometric Association, "Adult Vision: Over 60 Years of Age," January 2012.

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