

# Got questions? We've got answers.

## How do I use my benefits?

Simply find a doctor, schedule an appointment and receive services. We'll handle all the paperwork, when you visit an in-network provider. You can also create an account at [eyemed.com](http://eyemed.com) or download our mobile app through the App Store or Google Play to view your benefits, find an eye doctor near you or check the status of your claims.

## Can I view my EyeMed benefits online?

Yes, you can view your benefits and do a lot more on our secure website. You can also print an ID card, check the status of a claim, locate a provider and download an Explanation of Benefits. You can even download the EyeMed Members App through the App Store or Google Play to get access on the go.

## How do I submit a claim?

When you visit one of our in-network providers we take care of all of the paperwork. If you see an out-of-network provider AND you have out-of-network benefits as part of your plan, you'll need to pay at the time of service and complete a claim form to send to us for reimbursement. Please make sure you send in an itemized paid receipt with your name included.

## Will I get an ID card? How do I order replacements or extra cards?

Yes, we provide 2 ID cards in the subscriber's name, but you aren't required to have it at the time of service. If you lose your card or need extras for your family, you can print a replacement by creating an account at [eyemed.com](http://eyemed.com) or downloading the EyeMed Members App through the App Store or Google Play to pull up a digital version anytime, anywhere.

## How do I find a provider in your network?

EyeMed makes it easy to find an eye doctor and schedule an exam online. Visit our enhanced provider search to choose from nearly 82,000 in-network providers\*. You can even filter your search by your frame preferences, provider hours and much more.

## Does EyeMed offer any additional discounts?

We sure do! At participating in-network providers, members eyeing additional pairs receive 40% off a full pair or 20% off a partial pair (lenses only or frames only). You can also receive 20% off non-prescription sunglasses and accessories. If that's not enough, you can create an account at [eyemed.com](http://eyemed.com) and login anytime to view additional special offers just for being an EyeMed member. Don't like wearing glasses or contacts? No problem. We also offer discounts on LASIK laser vision correction. Contact the US Laser Network online or by phone at 877-5laser6 to find a provider.

## When I register, I am not able to see any of my dependents or not all of my dependents. Why?

Due to privacy guidelines, we only show family members who are under the age of 18 under the subscriber. Anyone 18 or older will need to register for his or her own account.

\*On the Access Network





### Does EyeMed sell individual plans?

EyeMed currently sells individual vision insurance plans in 42 states. Visit <http://individual.eyemed.com> to see if an individual plan is offered in your state. EyeMed Individual and Family plans start at just \$5 per month.

### Can I use my benefits online?

Absolutely! You can visit [www.contactsdirect.com](http://www.contactsdirect.com) to purchase contact lenses online or [www.glasses.com](http://www.glasses.com) to purchase glasses online, all while utilizing your in-network EyeMed benefits.

### Can I apply FSA funds to out-of-pocket costs after my EyeMed benefit is applied?

Yes. You can use your Flexible Spending Account (FSA) to pay for a variety of health-related out-of-pocket expenses, including those associated with supplementary benefits like an EyeMed plan. Money from the FSA can be applied toward the eye exam copay, out-of-pocket costs for prescription glasses or contact lenses (including upgrades) and supplies such as contact lens solution. Employees can even use FSA funds for LASIK surgery. Vision care out-of-pocket costs are also eligible for Health Savings Account reimbursement, although these expenses do not count toward your annual deductible.

### I don't wear glasses and can see fine! Why do I need an eye exam?

Getting an eye exam is not just about finding out if you need glasses. It's about your health! An eye exam can detect eye health problems like glaucoma or cataracts, but it can also help identify early signs of diseases that impact your whole body- high blood pressure, diabetes and high cholesterol – just to name a few. To learn more about vision wellness, visit [www.eyesiteonwellness.com](http://www.eyesiteonwellness.com).

### At what age should my child first visit the eye doctor?

The American Optometric Association recommends that your child should have his or her first eye exam with an optometrist or ophthalmologist between 6 months of age and 1 year. The doctor will check for nearsightedness, farsightedness, astigmatism, amblyopia (or "lazy eye"), proper eye movement and eye alignment, how the eye reacts to light and darkness, and other eye health problems. They also recommend that your child's next eye exam should take place sometime between the ages of 3 and 5, and then every year after that. During these exams, the doctor will conduct a comprehensive eye exam as well as vision screening tests. To learn more about your child's vision, visit [www.eyesiteonwellness.com](http://www.eyesiteonwellness.com).

### My child gets a vision screening at school, so there is no need for an eye exam, right?

A vision screening does not take the place of an eye exam. They generally check a child's ability to see far away and check for color blindness, but a comprehensive eye exam will evaluate the entire structure of the eye and also allow the doctor to view nerves and blood vessels, providing a glimpse into a child's overall health. Eye doctors will also check for farsightedness, which is more common in younger children.

### How often should I get an eye exam?

As with any type of ongoing health care, annual eye exams are a good rule of thumb unless otherwise directed by your doctor. To learn more about eye exams, visit [www.eyesiteonwellness.com](http://www.eyesiteonwellness.com).

### Can I get the same quality of care at a retail provider as I can at an independent doctor?

Absolutely! In fact, many of the optometrists who practice in retail settings share space with an optical store but operate separately. All optometrists, regardless of the setting of their practice, must meet the same state licensing and credentialing requirements. In addition, due to the finite number of optometry schools in the United States, optometrists are trained consistently regardless of the practice model they eventually choose.

