



Quick Facts:

www.eyemedvisioncare.com/usg

INSIGHT network

Member Services 1-866-800-5457

General Questions

Will I receive an ID card?

Yes! Each enrolled employee will receive a welcome kit at their home. The kit includes 2 ID cards, the 8 providers closest to their home and an overview of their benefits. ID cards ARE NOT required to receive services. You may also go to www.eyemedvisioncare.com/usg and register on the member site. You can print a pdf ID card from this site.

How do I locate a provider on the EyeMed network?

Employees can find participating providers at www.eyemedvisioncare.com/usg and selecting the INSIGHT network. They can also call customer service at 866-800-5457.

What are your Customer Service Hours?

EyeMed offers you the best customer service hours in the industry with live representatives available: Monday through Saturday 7:30 a.m. to 11:00 p.m. (EST) and Sunday 11:00 a.m. to 8:00 p.m. (EST). Members should call 866-800-5457.

How do I contact the Customer Care Center?

To speak with a live representative contact 866-800-5457, Monday through Saturday, 7:30 a.m. to 11:00 p.m. (EST) and Sunday, 11:00 a.m. to 8:00 p.m. (EST). Or access a number of automated features available online at www.eyemedvisioncare.com or through our automated voice response system.

How do I access my vision benefit?

To access your vision benefit:

1. Visit www.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.

To learn more, visit EyeMedvisioncare.com/usg



Benefit Plan Questions

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 Member ID cards?

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

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

Yes! Members are eligible for discounts off a complete pair of eyeglasses and conventional contact lenses once the funded benefit has been used.

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 copays, any remaining out-of-pocket expenses and applicable sales tax.

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

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

How do I submit a claim?

You are only responsible for submitting claims when receiving services at an out-of-network provider.

Members are 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 e-mail 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, Ohio 45040-7111
oonclaims@eyemedvisioncare.com
Fax: 866-293-7373

To learn more, visit EyeMed.com



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Provider Questions

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; LensCrafters,[®] Target Optical,[®] JCPenney Optical,[®] Sears Optical[®] and most Pearle Vision[®] locations.

To nominate a provider, complete a Provider Nomination Form available through EyeMed's 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 EyeMed's 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?

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. After your appointment be sure to follow all post-operative instructions carefully.

To learn more, visit EyeMed.com



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