

TIME TO FOCUS ON THE DETAILS

# Let's answer some FAQs

## A LOOK AT YOUR BENEFITS

### How do I find out what my EyeMed benefits cover?

If you're thinking about EyeMed, you'll want to connect with your employer to learn about the benefit options. Already a member? The easiest way to find your benefit information is to create a member account on [eyemed.com](http://eyemed.com) or grab the EyeMed Members App (App Store or Google Play).

### Does EyeMed offer any added discounts?

Absolutely. Your benefits already help you save on your copay and allowance, but EyeMed also brings you special offers and deals—easily accessible when you log into Member Web. And for an extra level of savings, check out some of our in-network providers (called PLUS Providers) who offer a \$0 exam copay and extra frame allowance. Find them with our Provider Locator on Member Web.

### Can I use my EyeMed benefits online?


Instantly apply your in-network benefits at checkout with free shipping, free returns and no paperwork at these participating providers: [lenscrafters.com](http://lenscrafters.com), [targetoptical.com](http://targetoptical.com), [ray-ban.com](http://ray-ban.com), [glasses.com](http://glasses.com) and [contactsdirect.com](http://contactsdirect.com). The best part? All of these online options are PLUS Providers, too.

## MEMBER HOW-TO TIPS

### How do I find an eye doctor in my network?

The Provider Locator on Member Web and in the EyeMed Members App has thousands of in-network eye doctors to choose from. Filter your search to find providers near you with the brands, hours and services you want most. And keep an eye out for PLUS Providers since they offer even more savings.

### What is a PLUS Provider?

Certain in-network providers offer an extra level of savings built right into your vision care—like an enhanced frame allowance. Providers with the  are PLUS Providers—look for this symbol when choosing a provider.

### How do I use my benefits?

At EyeMed, we're all about easy. Just choose an in-network eye doctor from our Provider Locator, schedule your visit and go in for care or eyewear. You don't even need your ID card—just give them your name and birthday. When you stay in-network, we'll handle all the paperwork.

The EyeMed logo is displayed in white text on a bright pink square background. The word "eye" is in a lowercase, rounded font, and "Med" is in a similar font but with a registered trademark symbol (®) to its upper right.

## How do I get on-the-go access?

The EyeMed Members App can do almost everything Member Web can. Find a provider (including PLUS Providers), set an appointment, review your benefits, check claims, find special offers, show your ID card—even store your vision prescriptions and set exam reminders. Download it through the App Store or Google Play.

## How do I submit a claim?

When you see one of our in-network eye doctors, there's no need to submit a claim—we'll handle the paperwork on our end. If you go out-of-network, then you'll need to file a claim form. Log into your Member Web account to find one.

## How do I get an ID card replacement or extra cards?

If you lose your card or need extras for your family, log into Member Web at [eyemed.com](http://eyemed.com) to print a replacement, or use your digital ID on the app. Here's a tip: you don't even need the card when you visit your eye doctor.

## VISION AND YOUR HEALTH

I don't wear glasses and can see fine.

### Do I still need an eye exam?

Getting an eye exam isn't just about needing glasses. It's also about your health. An eye exam can detect eye health problems like glaucoma or cataracts, but it can also help identify signs of some diseases, like high blood pressure, diabetes and high cholesterol.<sup>2</sup> Choose an in-network eye doctor to save on an eye exam—and choose a PLUS Provider to save even more.

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

Vision changes can happen so slowly, you may not even notice them. Annual eye exams are the norm unless your doctor suggests more frequent checks. We suggest making it part of your regular preventive care routine.

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

The American Optometric Association recommends a first eye exam between 6 months and 1 year of age.<sup>3</sup> The doctor may check for nearsightedness, farsightedness, astigmatism, amblyopia (or "lazy eye"), proper eye movement and eye alignment, and how the eye reacts to light and darkness. They also recommend an exam between the ages of 3 and 5, and every year after that.

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

A vision screening does not take the place of an eye exam. School screenings generally check for color blindness and your child's ability to see far away. A comprehensive exam will evaluate the entire structure of the eye.



Thinking of becoming a member? Learn more at [eyemed.com/enroll](http://eyemed.com/enroll)

Looking to keep your vision healthy? Learn how at [eyesiteonwellness.com](http://eyesiteonwellness.com)

Already a member? Manage benefits at [eyemed.com](http://eyemed.com)

<sup>1</sup>Discounts are for in-network providers only. Benefits may not be combined with any discount, promotional offering, or other group benefit plans. Additional limitations and exclusions may apply. Log into your member account for full details.

<sup>2</sup>"5 Health Problems Eye Exams Can Detect;" YourSightMatters.com, March, 2016.

<sup>3</sup>"Comprehensive pediatric eye and vision examination;" (2017 guideline brief); American Optometric Association.