



## EyeMed Vision Plan Frequently Asked Questions (FAQ)

### 1. Do I need an ID card?

No. You should receive your new vision ID card during the first week in January, but you aren't required to have it at the time of service. Simply show your driver's license or provide your Social Security Number at the time of service.

### 2. How do I order additional ID cards or replacements?

If you do not receive your card, lose your card, or need extras for your family members, you can always print a replacement by creating an account at [EyeMed.com](https://www.eyemed.com) or download the [EyeMed Members App](#) through the App Store or Google Play on your smartphone – this will allow you to pull up a digital copy of your ID card anytime, anywhere.

### 3. How do I use my benefit?

Using your vision benefits is easy. Follow these steps or check out the [EyeMed video tutorial](#) to learn more.

- Locate a provider that services your plan by using the [Enhanced Provider Search](#).
- Call the vision provider to confirm he or she accepts your plan.
- Schedule an appointment.
- Show your EyeMed ID card at the time of service. **Don't have your ID card?** No worries! You don't need one to receive services. Simply show your driver's license or pull up your digital card on the [EyeMed Members App](#).
- Pay any copays indicated, as well as any applicable amounts over the allowances. Your provider will supply you with these amounts.

### 4. How do I submit a claim?

If you visit one of EyeMed's in-network providers, there is nothing you need to do, they take care of all the paperwork. However, if you visit an out-of-network provider you'll need to pay at the time of service and submit a [claim form](#) online for reimbursement. Be sure to attach an itemized paid receipt when filing the claim.

### 5. How can I check on the status of a claim?

If you used your benefits at an in-network provider, you do not need to check the status of a claim, as EyeMed will work with the provider directly. If you filed an out-of-network claim, please contact EyeMed's Customer Care Center at the number listed on your Member ID card to inquire about the status of a claim. Have your Member ID or Social Security Number available for faster service.

### 6. How do I find a provider in the EyeMed network?

EyeMed makes it easy to find an eye doctor and schedule an exam online by using their [Enhanced Provider Search](#) to help you choose from nearly 82,000 in-network providers. You can filter your search by your frame brand preferences, provider hours and much more.

### 7. Can I view my benefits online?

Yes, you can view your EyeMed benefits and do a lot more on [EyeMed's secure website](#) (view the [video tutorial](#)). 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 to your benefits on the go.