



## **COVID-19 Member Benefits FAQ**

Over the past several days, EyeMed has collected a few of the key concerns shared by members regarding their EyeMed vision benefits. We will update FAQs consistently on [eyemed.com/coronavirus](http://eyemed.com/coronavirus).

### **CAN I STILL USE MY EYEMED BENEFIT?**

Yes. EyeMed is committed to maintaining service and helping you manage through these challenging times. EyeMed will follow all COVID-19 guidance and protocols provided by the Centers for Disease Control and Prevention (CDC), and state and local public health departments. We recommend you follow CDC guidelines regarding routine eye exams, including postponing routine visits.

Should you lose or break your glasses or require replacement contact lenses, we are encouraging members to utilize online, in-network options, including [Glasses.com](http://Glasses.com), [ContactsDirect](http://ContactsDirect.com), [Ray-Ban.com](http://Ray-Ban.com), [LensCrafters.com](http://LensCrafters.com), and [TargetOptical.com](http://TargetOptical.com). Utilizing online providers also helps assure you practice safe social distancing and avoid unnecessary risk outdoors. Your benefits are applied on these sites during checkout and your glasses are mailed right to your home. Understanding the circumstances, many of these online providers are offering free, expedited shipping and no-cost returns for extra convenience. \*Check with online providers to verify available offers.

### **WILL PROVIDER OFFICES BE CLOSED OR OFFICE HOURS IMPACTED DUE TO COVID-19?**

Yes. You should expect that numerous provider offices will be impacted due to federal, state and local restrictions, staffing, safety and other conditions. We highly recommend that EyeMed members call your provider directly to verify amended location hours or closing. You have 24-hour access to provider contact information via our provider locator on [EyeMed.com](http://EyeMed.com) or our mobile app (available on iPhone and Android). You may also call our Customer Care Center directly at 1.866.939.3633 (or your group-specific number on your ID card).

### **CAN I ORDER EYEWEAR ONLINE USING MY BENEFITS?**

Yes. You have multiple options to order prescription eyewear and contact lenses online using your EyeMed benefits. If you have a valid prescription (within the last 24 months for eyewear and within the last 12 months for contact lenses), this may be an ideal solution to practice social distancing and mitigate outdoor risk. We are also actively reviewing opportunities to extend prescription requirements and provide assistance if you lost your prescription. Online, in-network options include: [Glasses.com](http://Glasses.com), [ContactsDirect](http://ContactsDirect.com), [Ray-Ban.com](http://Ray-Ban.com), [LensCrafters.com](http://LensCrafters.com), and [TargetOptical.com](http://TargetOptical.com). It's easy to order, your benefits are applied automatically, and your glasses will be delivered right to your home. Understanding the circumstances, many of these online providers are offering free expedited shipping and no-cost returns for extra convenience. \*Check with online providers to verify available offers.



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### **WHAT IF I AM UNABLE TO VISIT A PROVIDER AND EXPERIENCE AN EYEWEAR EMERGENCY?**

If you are directly impacted by COVID-19, glasses or contact lenses should be the last thing you need to worry about. If you've lost, broken or damaged your eyewear, please contact our Customer Care Center so we can discuss your benefit options. Alternatively, please contact our Customer Care Center if you are unable to leave your home or locate an open provider and you do not have a valid prescription. You may be eligible to receive an emergency pair of replacement Adlens Adjustable Glasses (subject to availability). These temporary, emergency glasses can be adjusted to switch focus for reading, computer and distance.

### **WHAT IF I ORDERED GLASSES/CONTACTS ALREADY AND MY PROVIDER OFFICE IS CLOSED?**

If you ordered glasses or contact for pickup from your provider, and they have subsequently temporarily closed their office, you should expect a call from their office to arrange for pickup or delivery. If you do NOT receive a call within a couple days, please reach out to our Customer Care Center directly at 1.866.939.3633 (or your group-specific number on your ID card). We'll work with our Provider Relations team to try and contact the provider on your behalf and arrange for a pickup time or delivery to your home.

### **WHAT IF I VISIT AN OUT-OF-NETWORK PROVIDER?**

We highly encourage EyeMed members to use an in-network provider, including our online options—if possible. 97% of EyeMed members use an in-network provider. If you'd like help finding a nearby in-network provider, please contact our Customer Care Center at 1.866.939.3633. We'll help direct you to an in-network provider, as well as help verify their hours of operation.

If an in-network provider isn't an option, the best option to assure the fastest turnaround for an out-of-network claim is to submit your claim electronically (verses submitting a paper claim) by signing into your member account on [eyemed.com](http://eyemed.com).

### **ARE TELEHEALTH SERVICES AVAILABLE FOR EXAMS?**

No in-home solutions are available for eye exams. At this point in time, telehealth exams for eye health still require an office visit and are available in very few locations.

### **WHAT EYEMED SERVICE OPTIONS DO I HAVE?**

COVID-19 will make each of our lives more challenging. But if you have questions, know that we're here for you with three service options. Our Customer Care Center is available during normal business hours at 1.866.939.3633. They can direct you to a nearby in-network provider, as well as help you determine their potentially amended hours of operation. You also have 24/7 service via [eyemed.com](http://eyemed.com) and our mobile app (available on both iPhone and Android). Using these tools, you have access to provider contact information, your benefits and eligibility, and more. If you prefer to self-service online, we highly encourage you to identify your provider's contact information via our provider locator on [eyemed.com](http://eyemed.com), and then call the provider office directly to verify their potentially amended hours of operation.