



Vision Plan - **FAQ**

Q. Is the Vision Plan insurance?

A. No. This health discount benefit is **NOT** insurance and cannot be used in conjunction with any insurance plan.

Q. How do I know where the Vision Plan providers are in my area?

A. You can visit www.careington.com/co/provider or call 1-800-251-0003 (Monday-Friday, 7am-8pm CT).

Q. When I have located a provider in my area, what's the next step?

A. Call to make an appointment and identify yourself as an EyeMed member. Show your Vision Plan card with the EyeMed logo at time of service to receive your discount.

Q. What should I do when a provider listed as a Vision Plan participant refuses to give me my savings?

A. Call Member Services at 1-800-251-0003 and ask to speak with a representative. The Vision Plan provider in question will be contacted and the complaint resolved quickly.

Q. What are the Vision Plan savings?

A. You will have access to discounts on Eye Exams, Eyeglass Lenses, (single-vision, bifocal, trifocal, lenticular lenses) Frames, Patient Options, Contacts (materials only excluding exams and fittings) and Laser Vision Correction.

Q. How long is my Vision Plan card valid?

A. Your Vision Plan card is valid for a one-year period. An expiration date appears on the front of your card. Annually, one-month prior to your card's expiration, call Member Services at 1-800-251-0003 to request a new card.

Q. Will I be required to file a claim to receive my savings for eyeglasses?

A. No. Your discount is given at the time of the purchase. The Vision Plan is **not** insurance.

Q. Can I save on contact lenses?

A. Yes. Provider locations that dispense conventional contact lenses provide a discount off the retail price of materials for contact lenses. Members can also save time on replacement contact lenses (including disposables) through the mail-order service.

Q. Is my family eligible to use the Vision Plan, the mail order replacement contact lenses, and the eye exam and surgical procedure plans?

A. The Vision Plan can be used by You and your immediate family, which includes your spouse and your dependent children (whether living at your home or away at an educational institution).