

Got questions? We've got answers.

How do I use my benefits?

Simply find a doctor, schedule an appointment and receive services. We'll handle all the paperwork, when you visit an in-network provider.

Can I view my EyeMed benefits online?

Yes, you can view your benefits and do a lot more on our secure Member Web – such as print an ID card, check the status of a claim, locate a provider and download an Explanation of Benefits.

Want on-the-go access?

Download our mobile app (App Store or Google Play) to get the same features, plus the ability to save a vision prescription and set an eye exam reminder.

How do I submit a claim?

We take care of all of the paperwork when you visit an in-network provider.

If you see an out-of-network provider AND you have out-of-network benefits as part of your vision benefits package, you'll need to pay at the time of service and complete a claim form to send to us for reimbursement. Be sure to include an itemized paid receipt with your name.

Will I get an ID card? How do I order replacements or extra cards?

Yes, we provide 2 ID cards in the subscriber's name, but you aren't required to have it at the time of service. If you lose your card or need extras for your family, you can print a replacement by creating an account at eyemed.com or downloading the EyeMed Members App (App Store or Google Play) to pull up a digital version anytime, anywhere.

How do I find an eye doctor in your network?

Simply visit our enhanced provider search on eyemed.com or the mobile app to choose from thousands of in-network providers. You can filter your search by your frame preferences, hours of operation and much more – and then even schedule your appointment.*

Does EyeMed offer any additional discounts?

We sure do! At participating in-network providers, members can receive 40% off additional complete pairs of glasses or 20% off a partial pair (lenses only or frames only). You can also receive 20% off non-prescription sunglasses and accessories. If that's not enough, you can create an account at eyemed.com and login anytime to view special offers.

Don't like wearing glasses or contacts? We also offer discounts on LASIK laser vision correction. To find a LASIK provider, visit eyemedlasik.com or call 877-5laser6.

I don't see any or all of my dependents on Member Web. Why?

Due to privacy guidelines, we only show family members who are under the age of 18 under the subscriber. Anyone 18 or older will need to register for his or her own account.

*At select in-network providers



eye
Med



Does EyeMed sell individual insurance plans?

Yes, visit <http://individual.eyemed.com> to see if an individual plan is offered in your state.

Can I use my benefits online?

Absolutely! You can use your in-network benefits to purchase contact lenses and eyewear online at:



lenscrafters.com



targetoptical.com



ray-ban.com/eyemed



glasses.com



contactsdirect.com

If I have an FSA, can I apply funds to out-of-pocket costs after my EyeMed benefit is applied?

Yes. You can use your Flexible Spending Account (FSA) to pay for a variety of health-related out-of-pocket expenses, including those associated with supplementary benefits like vision benefits. Money from the FSA can be applied toward the eye exam copay, out-of-pocket costs for prescription glasses or contact lenses (including upgrades), and supplies such as contact lens solution. Employees can even use FSA funds for LASIK surgery. Vision care out-of-pocket costs are also eligible for Health Savings Account (HSA) reimbursement, although these expenses do not count toward your annual deductible.

I don't wear glasses and can see fine. Why do I need an eye exam?

Getting an eye exam is not just about corrective vision – it's about your health. An eye exam can detect eye health problems like glaucoma or cataracts, as well as help identify signs of diseases that impact your whole body, such as high blood pressure, diabetes and high cholesterol – just to name a few.

To learn more about vision wellness, visit eyesiteonwellness.com.

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

The American Optometric Association recommends that your child should have his or her first eye exam with an optometrist or ophthalmologist between 6 months of age and 1 year.¹ The doctor may check for nearsightedness, farsightedness, astigmatism, amblyopia (or "lazy eye"), proper eye movement and eye alignment, how the eye reacts to light and darkness, and other eye health problems. They also recommend that your child's next eye exam should take place sometime between the ages of 3 and 5, and then every year after that. During these exams, the doctor will conduct a comprehensive eye exam as well as vision screening tests. To learn more about your child's vision, visit eyesiteonwellness.com.

My child gets a vision screening at school. Is there still a need for an eye exam?

A vision screening does not take the place of an eye exam. Generally, they check a child's ability to see far away and check for color blindness, but a comprehensive eye exam evaluates the entire structure of the eye and also allow the doctor to view nerves and blood vessels, providing a glimpse into a child's overall health. Eye doctors may also check for farsightedness, which is more common in younger children.²

How often should I get an eye exam?

As with any type of ongoing health care, annual eye exams are a good rule of thumb unless otherwise directed by your doctor. To learn more about eye exams, visit eyesiteonwellness.com.

Can I get the same care at a retail provider as I can at an independent doctor?

All optometrists, regardless of the setting of their practice, must meet the same state licensing and credentialing requirements. In addition, due to the finite number of optometry schools in the United States, optometrists are trained consistently regardless of the practice model they eventually choose.



¹ American Optometric Association, "Infant Vision: Birth to 24 Months of Age", 2010, <https://www.aoa.org/patients-and-public/good-vision-throughout-life/childrens-vision/infant-vision-birth-to-24-months-of-age>

² All About Vision, "Vision Problems of Preschool Children," Oct. 26, 2017, <http://www.allaboutvision.com/parents/preschool.htm>

Find your best fit

These eye doctors are nearby – which is right for you? Check eyemed.com or the EyeMed Members App (App Store or Google Play) for a more advanced search. You'll see who has the hours you like, the services you need and the selection you demand.



Locations near 54476 for the InSight network

LENSCRAFTERS
WAUSAU CENTER
D460 WAUSAU CTR
WAUSAU, WI 54403
715-842-5224

20/20 VISION CENTER INC
1523 METRO DR
SCHOFIELD, WI 54476
715-355-8800

SHOPKO EYE CARE CENTER 4008
1039 E GRAND AVE
ROTHSCHILD, WI 54474
715-359-0649

VISION AND LASER CLINIC
5608 S BUSINESS 51
SCHOFIELD, WI 54476
715-359-2020

RIB MOUNTAIN EYE CARE
2600 RIB MOUNTAIN DR STE 120
WAUSAU, WI 54401
715-803-2700

DOWNTOWN OPTICAL
330 WASHINGTON ST
WAUSAU, WI 54403
715-298-3308

EYE CLINIC OF WISCONSIN SC
800 N 1ST ST
WAUSAU, WI 54403
715-261-8500

SHOPKO EYE CARE CENTER 4079
200 S 18TH AVE
WAUSAU, WI 54401
715-842-8040

STEWART AVENUE OPTICAL INC
2100 STEWART AVE STE 120
WAUSAU, WI 54401
715-845-1988

EYECARE CENTER OF WAUSAU
205 W BRIDGE ST STE 101
WAUSAU, WI 54401
715-848-2020

ENVISION EYECARE LLC
515 N 17TH AVE
WAUSAU, WI 54401
715-848-1246

DR KATHI LEACH OPTOMETRIST
412 3RD ST
MOSINEE, WI 54455
715-693-2400

RAYMOND M GOGA OD
703 3RD ST
MARATHON, WI 54448
715-443-2248

EYE CLINIC OF WISCONSIN SC
503 S CENTER AVE STE 7
MERRILL, WI 54452
715-536-2535

REZIN OPTICAL LLC
728 E 2ND ST
MERRILL, WI 54452
715-536-4292

RAYMOND M GOGA OD
601 S WEBB ST
WITTENBERG, WI 54499
715-253-2157

EYE CLINIC OF WISCONSIN SC
3401 STANLEY ST
STEVENS POINT, WI 54481
715-261-8500

STERLING OPTICAL
200 DIVISION ST
STEVENS POINT, WI 54481
715-341-0198

SHOPKO EYE CARE CENTER 4055
1200 MAIN ST
STEVENS POINT, WI 54481
715-344-5355

EYE CLINIC OF WISCONSIN SC
109 E STATE HIGHWAY 64
ANTIGO, WI 54409
715-623-6662

ANTIGO EYE CARE CENTER
810 5TH AVE
ANTIGO, WI 54409
715-623-3620

ANTIGO VISION CLINIC
714 3RD AVE
ANTIGO, WI 54409
715-623-2180

JOEYS OPTICAL LLC
1645 N CENTRAL AVE
MARSHFIELD, WI 54449
715-502-3464

SHOPKO EYE CARE CENTER 4009
1306 N CENTRAL AVE
MARSHFIELD, WI 54449
715-387-8608

SHOPKO EYE CARE CENTER 4171
1800 PLOVER RD
PLOVER, WI 54467
715-342-9634

EYECARE CENTER OF MARSHFIELD
605 E 4TH ST
MARSHFIELD, WI 54449
715-387-6397

PARKWOOD EYE CARE ASSOCIATE
1220 PARKWOOD DR
WISCONSIN RAPIDS, WI 54494
715-421-2111

DOWNS EYE CARE
1730 7TH ST S
WISCONSIN RAPIDS, WI 54494
715-423-5353

BECKER VISION CENTER S.C.
2411 3RD ST S
WISCONSIN RAPIDS, WI 54494
715-424-3937

EYE CLINIC OF WISCONSIN SC
101 S GIBSON ST STE 16
MEDFORD, WI 54451
715-748-5775

SHOPKO EYE CARE CENTER 4012
1100 E RIVERVIEW EXPY
WISCONSIN RAPIDS, WI 54494
715-423-1340

NORTHERN SIGHT VISION CLINIC
82 HOMETOWN DR
TOMAHAWK, WI 54487
715-453-3636

TOMAHAWK EYE CARE
1334 N 4TH ST STE 101
TOMAHAWK, WI 54487
715-224-2200

SHOPKO EYECARE CENTER #789
825 W FULTON ST
WAUPACA, WI 54981
715-258-9000

BROADWAY VISION CENTER
815 W FULTON ST STE 3
WAUPACA, WI 54981
715-258-9122

ADVANCED FAMILY EYE CARE
308 W FULTON ST
WAUPACA, WI 54981
715-258-8168

GRIEBENOW EYECARE
45 10TH ST
CLINTONVILLE, WI 54929
715-823-5112

SPECTACULAR VISIONS
136 S MAIN ST
CLINTONVILLE, WI 54929
715-823-2020

1VISION
150A CTY RD B
SHAWANO, WI 54166
715-526-3163

Eye exams offered by DPA/DTA or DEA-certified optometrists and ophthalmologists. All certifications are verified by and NCQA-accredited credentials verification organization. Locations subject to change. When making your appointment, please confirm all discounts and services are offered.





We have the network for every pair of eyes

Whatever life sends your way, our vision network
has solutions to help you see it to the fullest.

"It's hard for me to get away
during the workday."



To fit your busy schedule, many
eye doctors in our network have
weekend and evening hours.

"No thanks, I see perfectly fine."



An eye exam is always a good idea; these
doctors have access to digital technology
to help spot potential vision or health
problems you may not know about.

"I wear contacts, my wife
wants to get LASIK, and two
of our kids need glasses."



Our network has a deep mix of independent
and retail providers, so everyone in your
family can see the doctor they want.

"I'm in an airplane at
30,000 feet and can't get
to the eyeglasses store."



You can shop for eyewear online
and use your in-network benefits
—just like you would at the store.*

*At participating, in-network retailers

Supersize their savings



Any frame, any brand at any price point for no out-of-pocket expense – a special offer for your employees from Target® Optical and Sears® Optical.* Plus, members also get \$20 off their contacts purchase (and free shipping) from ContactsDirect.com.

HOW IT WORKS – SAVINGS ON FRAMES

Your employees will simply go to their local Target Optical or Sears Optical store, find their frame (ANY available frame!) and they'll incur no cost.* And that means they have the freedom to find a great frame that matches their style and personality, while keeping money in their pocket.

HOW IT WORKS – SAVINGS ON CONTACT LENSES

When members visit ContactsDirect.com to purchase contact lenses, they simply create an account and register their vision benefits. The \$20 savings will then automatically apply in their cart during checkout.

WHAT IT INCLUDES

With this special offer from Target Optical, Sears Optical and ContactsDirect, your employees can choose from a wide selection of frame and contact lens brands, including:



* A special offer from Target Optical and Sears Optical. Valid only on complete pairs of glasses, for each year of the initial contract term and in-store only at Target Optical and Sears Optical. Offer not valid at Sears Optical stores affiliated with US Vision. Member is still responsible for lenses, which are covered based on benefits outlined in the vision benefits and may include an additional copay. ** EyeMed analysis of business results, before and after offering Freedom Pass from Target Optical and Sears Optical, 2017.

WITH THE
FREEDOM PASS OFFER:**



Utilization goes up



Member out-of-pocket
costs go down



Members get up to
\$80 of added value each
year on frames






Members get \$20
of added value each year
on contact lenses

SEE THE VALUE

 <p>Coach HC6091B</p>	Retail cost of Coach frame	\$230
	Member frame cost without Freedom Pass <small>(\$130 frame allowance + 20% standard additional discount)</small>	\$80
	Member cost with Freedom Pass	\$0
	Overall that's up to \$80 of added value for employees each year	
 <p>12 pack (6 pack supply)</p>	Retail cost of Acuvue Oasys	\$144
	Member contact lens cost without Freedom Pass <small>(\$130 contact lens allowance)</small>	\$14
	Member cost with Freedom Pass	\$0
	Overall that's up to \$20 of added value for employees each year	

WHERE MEMBERS SAVE

Target Optical, Sears Optical and ContactDirect offer plenty of chances to use the Freedom Pass:

	Locations	Selection
	More than 350 nationwide	About 700 frames, per location
	Nearly 600 nationwide	About 900 frames, per location
	Always available online	Many top-selling contact lens brands



HELPING MEMBERS FEEL FREE

Freedom Pass makes it even better. The combination of great style, with a guarantee of no additional out-of-pocket cost on preferred, quality brands – it's a game changer.

– Internet services company, Scottsdale AZ

** on average

Give your employees more freedom than ever –
Contact your EyeMed rep or visit starthere.eyemed.com



The sweet sounds of life



Have you heard? Vision and hearing loss often go hand-in-hand. Mature adults¹ and diabetics² are likely to experience both sensory impairments. Research also shows an increase of adults in their 20s and 30s with hearing loss.³

At EyeMed, we're all eyes and ears about your employees' health and wellness. That's why we teamed up with Amplifon, the nation's largest independent hearing discount network, to add affordable hearing care to every EyeMed vision benefits package.

OUR HEARING DISCOUNT THROUGH AMPLIFON PROVIDES:

- 40% off hearing exams at thousands of locations around the country
- Discounted, set pricing on thousands of hearing aids, including the latest technology to hit the market
- Low price guarantee – if your employees find the same product at a lower price, Amplifon will beat it by 5%
- 60-day hearing aid trial period with no restocking fees
- 1-year free follow-up care with unlimited appointments
- Free batteries for 2 years with initial purchase
- 3-year warranty and loss and damage coverage



65% of those with hearing loss are younger than retirement age⁵

¹ Archives of Ophthalmology, Oct. 2006 ² Health Day, U.S. News: <http://health.usnews.com/health-news/news/articles/2012/11/16/hearing-loss-tied-to-diabetes-in-study> ³ JAMA Internal Medicine, "Prevalence of Hearing Loss and Differences by Demographic Characteristics Among US Adults" ⁵ Ibid

See – and hear – life to the fullest –
Contact your EyeMed rep or visit starthere.eyemed.com

amplifon Hearing Health Care.

EXPERIENCE MORE: EVERYDAY ACCESS

HOW TO: see an easy road ahead

USING YOUR EYEMED BENEFITS

It's official – you received your EyeMed Welcome Kit. Time to get the eyewear you love! But how does it work? Even if you're a vision benefits rookie, the process is a snap. Tailor-made for paperwork-phobes and freedom fans.



1. KNOW THE BENEFITS

Your Welcome Kit spells out all the great stuff that's covered. All the savings opportunities. All the choices you have. It's a pretty fun read.



2. CHOOSE A DOC

You're probably surrounded by in-network doctors: thousands of independent providers, popular retail stores and even online options. Find your ideal fit on eyemed.com or on the EyeMed Members App.



3. SET A DATE

Just call your eye doctor for an appointment. Even better, some let you schedule online with our Provider Locator. If you need weekend or evening hours, you'll find plenty of those, too.



4. COME ON IN

As an EyeMed member, it's easy to get your eye exam and get on with your day. No claim to file. No hassles. We take it from here.



5. FIND YOUR PERFECTION

Have fun picking out your favorite frames or contacts. Browse loads of designer brands; you decide which price point works best for you. With EyeMed, there's more in the store to adore.

* At select in-network providers

SEE THE GOOD STUFF

Register on eyemed.com or grab the member app (App Store or Google Play) now.

INDEPENDENT
PROVIDER
NETWORK



LENSCRAFTERS[®]
♥ 👁

PEARLE
VISION

OPTICAL[®]

sears
OPTICAL

PDF-1801-M-133



EXPERIENCE MORE: ONLINE ACCESS

HOW TO: enjoy your own eye site

MEMBER WEB ON EYEMED.COM

Your vision plan is like a friendly smile – it doesn't do any good if it's hidden away. Member Web at eyemed.com is here, there and everywhere. It's your vision plan control center. A place to manage the details of every visit and every claim. Instantly. Easily. Smile-ly.

START MANAGING YOUR BENEFITS IN A FEW EASY STEPS:

1. Visit eyemed.com and click on Member Login.
2. If you're a new user, click on Create an Account.
3. Register using your member ID or the last four digits of your social security number (You'll get an email asking to confirm your account.).*
4. Finish setting up your new account with your email address and a password (To keep it secure, we list some password "musts.").
5. Come back anytime to change your password, email address and billing preferences (It's all under Manage Profiles.).

LOG IN 24/7 TO:

- View your benefit details
- Confirm eligibility
- Check claim status
- Print replacement ID cards
- Locate a provider
- Schedule an appointment online**
- View health and wellness information
- Get special offers



SEE THE GOOD STUFF

Register on eyemed.com or grab the member app (App Store or Google Play) now.

* Depends on how your benefit administrator entered you into the system.

** Most, but not all, network providers offer this.

INDEPENDENT
PROVIDER
NETWORK



LENSCRAFTERS[®]
♥ 👁

PEARLE
VISION

OPTICAL[™]



HOW TO: mobilize your vision plan

EYEMED MEMBERS APP

Our member app was the first of its kind. But innovation – like your life – never stops. The EyeMed Members App is packed with ahead-of-the-game resources wherever you are. Before, during and after your eye appointment.

Get the latest EyeMed Members App:

- 1. DOWNLOAD** – Search “EyeMed Members” in your App store, iTunes or Google Play.
- 2. OPEN** – You can use some features right away; others unlock once you register.
- 3. REGISTER** – You’ll need your member ID or the last four digits of your social security number.
- 4. LOG IN** – If you’ve already registered on eyemed.com, you can log onto the app the same way.

	Ready when you download	Unlocked when you register
Find nearby network providers	◆	
On-the-fly appointment scheduling	◆	
Turn by turn directions and map	◆	
Eye exam and contact lens reminders		◆
Electronic ID card for office visits		◆
Save vision prescriptions*		◆
Benefit plan details		◆
Answers to common questions	◆	
Special offers and discounts		◆
Direct line to EyeMed support	◆	

SEE THE GOOD STUFF

Register on eyemed.com or grab the member app (App Store or Google Play) now.

* Take a picture of your prescription and store it in your app. No need to type in the numbers.



Know-how and show-how

SUPPORT WHEREVER YOU ARE, WHATEVER YOU'RE DOING

Eye care is an experience. From the day you enroll to the day you find your favorite frames, we'll be part of it. Guiding. Advising. Helping you make the most of your vision benefits.

We go out of our way to make your benefits easy to understand – and even easier to experience.

MAKING LIFE EASIER EVERY DAY



WELCOME KIT

You've probably already seen your Welcome Kit in the mail. It'll give you a head start with benefit details, the 10 closest eye doctors and your ID card.



MEMBER APP

Our member app is like a personal assistant. Find an eye doctor. Make an appointment. Pull up your ID card and eyewear prescription anytime.



CALL CENTER

Get live help from one of America's highest-rated call centers. Our call center resolves 99.4% of issues during the first call.



VISION AIDS

Get guidance from the vision experts at eyesiteonwellness.com. Plus learn how to maximize your benefits and get special offers when you sign up for inSIGHTS at eyemed.com.



TEXT ALERTS

Get updates and reminders, tips to maximize your benefits and extra ways to save money – right to your mobile device. **Call 844.873.7853 to opt in.** Be sure to have your 9-digit Member ID handy.



MEMBER WEB

Manage your vision benefits, find an eye doctor, print ID cards, get special offers and more on eyemed.com.

SEE THE GOOD STUFF

Register on eyemed.com or grab the member app (App Store or Google Play) now.

