WELCOME TO EYEMED

Vision benefits for every set of eyes

YALE UNIVERSITY
Wellness Focus:
Even without a prescription, eye exams can help you see and feel your best.

✓ An eye exam can spot early signs of diabetes, high blood pressure, high cholesterol and heart disease.¹ Not to mention cataracts and glaucoma.

✓ The average American spends over 7 hours looking at a screen each day.² All this exposure can put strain on our eyes and may be linked to blurred vision, dry eye and headaches.

✓ Your eyes are always changing. Our network doctors can track even the slightest changes with the latest in digital exam technology and retinal imaging.

✓ UV rays can cause cataracts, macular degeneration, vision loss and eye sunburn. Even in winter. Sunglasses can easily block 99% of these rays.³


Check out our full library of vision health and wellness articles, videos and interactives at eyesiteonwellness.com.
With an EyeMed membership, you have the freedom to get exactly what you want.

✓ Access to **thousands of in-network providers**—independent eye doctors, your favorite retail stores, even online options. And, when you stay in-network, your eye doctor will submit your vision claim for you.

✓ Freedom to **choose any frame and nearly any lens or contact lens**. Plus, use our **exclusive offers and discounts* on top of your benefits** to save extra on things like frames, lenses, eyewear accessories, Lasik, and more.

✓ Create an account on our **Member Web** to view eligibility and coverage, use our cost estimator, view available special offers, and search for in-network providers. Enroll in our **e-newsletter** for the latest in vision.

✓ Stay mobile with the **EyeMed App** and **text alerts**.

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1Based on weighted average of sample transactions: EyeMed Insight network/$10 exam copay/$10 materials copay/$150 frame or contact lens allowance. 2021 EyeMed Commercial BOB stats. *At participating in-network providers
## Vision Care Services

<table>
<thead>
<tr>
<th>Vision Care Services</th>
<th>In-Network Member Cost</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Lenses</td>
<td>$150 allowance: see detailed Benefit Summary</td>
<td>Every calendar year (in lieu of lenses)</td>
</tr>
<tr>
<td>Frames</td>
<td>$150 retail allowance; 20% off amount over $150</td>
<td>Every calendar year</td>
</tr>
<tr>
<td>Single Vision Lenses</td>
<td>$15 copay</td>
<td>Every calendar year</td>
</tr>
<tr>
<td>Bifocal Lenses</td>
<td>$15 copay</td>
<td>Every calendar year</td>
</tr>
<tr>
<td>Trifocal Lenses</td>
<td>$15 copay</td>
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</tr>
<tr>
<td>Progressive Lenses</td>
<td>See Detailed Benefit Summary</td>
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</tr>
<tr>
<td>Lens Options and Add Ons</td>
<td>See Detailed Benefit Summary</td>
<td>Every calendar year</td>
</tr>
</tbody>
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View your full plan details by creating an account at [eyemed.com/member](http://eyemed.com/member).
We’ve got you covered: Your vision benefits at-a-glance – High plan

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<tr>
<td>Routine Eye Exam</td>
<td>$15 copay</td>
<td>Every calendar year</td>
</tr>
<tr>
<td>Contact Lens Fit and Follow-up</td>
<td>Up to $40 copay</td>
<td>Every calendar year</td>
</tr>
<tr>
<td>Contact Lenses</td>
<td>$200 allowance; see Detailed Benefit Summary</td>
<td>Every calendar year</td>
</tr>
<tr>
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<td></td>
<td></td>
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<tr>
<td>Frames</td>
<td>$200 retail allowance; 20% off amount over $200</td>
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A few more benefit basics

Your frequency is based on: calendar year

So, if you receive an exam today, you are eligible again anytime after 1/1/2024.

Contacts are in lieu of lenses only

That means you are entitled to a full pair of glasses (frame & lenses) OR contacts and frames (you would then receive a 20% discount on your lenses).
You’re on EyeMed’s INSIGHT network, so you’ve got choices — lots of them

More than 139,400 provider access points at 27,944 locations, including:

Plus, online options:
NEW 2024 - See a PLUS that can really add up

Choosing an in-network eye doctor already helps you save on annual exams, frames and other perks. But to save even more, visit a PLUS Provider.

Your PLUS Provider benefits:
• $0 exam copay
• Extra $50 to spend on frames

Show up and save:
• Built into your benefits – no promo codes, no coupons, no paperwork
• Save on top of everyday discounts

Find plenty of in-network eye doctors on our Provider Locator, including PLUS providers.

Just look for the PLUS. 🎈

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Enjoy more extras with member-only savings & discounts

- **40% off** additional pair of glasses
- **15% off** standard LASIK prices or 5% off the promotional price
- **20% off** any remaining balance over the frame allowance
- **15% off** any balance over the conventional contact lens allowance
- **20% off** any non-covered items, including non-prescription sunglasses
- **up to 64% off** the retail price on thousands of hearing aids from the top brands. Call 1-877-203-0675 to get started.

Discounts are not insurance. At participating in-network providers. Some exclusions may apply. Log into Member Web for details.
The EyeMed Welcome Kit
A personalized packet of resources to help you get started with your vision benefit

- Includes 2 ID cards, a complete benefit summary, and a list of in-network providers closest to you
- QR code links you directly to member web so you can easily register an account
- Provides information about digital tools like Know Before You Go and Provider Locator
- Gives simple instructions for opting into our text message program
- Lists Customer Call Center number for live support

Only new enrollees receive a printed Welcome Kit with ID cards in the mail. Replacement or digital cards are available online.
EyeMed’s Provider Locator
Helping you find the eye care and services that best meet your needs

• Search for your eye doctor by name or enter your zip code for a complete listing of in-network providers closest to you.

• Use the map and driving directions to help you get to your selected location.

• Narrow down your search by using the 8 different filter options available and view specific information about providers such as their specialties and brands available at their location.

• Many of our providers offer online appointment scheduling through the provider locator.

• Quickly identify where Special Offers are available.

• Visit the “Online & Lasik” tab to link directly to our online in-network provider options or to find Lasik providers near you.
Vision Claim Submission and Processing
Supporting you in the vision benefits journey from start to finish

• When you visit an in-network provider, they will submit the vision claim on your behalf.

• If you visit a provider who is not part of the EyeMed network, and you’re eligible to be reimbursed for vision care and services received out-of-network, you will need to submit an Out-of-Network Claim Form.

• We’ve made it easy to submit an OON claim with two easy-to-use options:
  
  1. Login to your Member Web account and use our automated, online OON form. This form will prep-populate your information so that all you have to do is select the vision care and services you received and upload a photo of your receipt.
  
  2. Download a copy of our OON form to complete and submit via mail.
We meet you where you are

No matter how or when you choose to engage with us – print, email, text or online – we’re ready to support your needs with programs, tools, and resources that make vision benefits easy.

✓ Welcome Kit with ID Cards
✓ Member Web
✓ Know Before You Go Cost Estimator
✓ Provider Locator
✓ Special Offers
✓ EyeMed App - Top rated vision benefits app with 4.7 stars!
✓ Dedicated vision health and wellness website
✓ Customer Call Center
✓ Quarterly eNewsletter & Monthly Text Messages - Opt-in only
✓ Social Media

And so much more!

*Due to HIPAA regulations, members will not be able to view dependents over the age of 18.*
Award-winning Customer Care Center
Providing live support for all your EyeMed questions

• **14 years** as one of America’s highest-rated call centers by Benchmark Portal

• **12 seconds** or less wait time

• **99.6%** first-call resolution

• **362 days** of availability per year:
  - Monday - Friday: 8 am – 11 pm EST
  - Saturday: 8 am – 11 pm EST
  - Sunday: 11 am – 8 pm EST
  - Closed Easter, Thanksgiving and Christmas

Enroll today

There’s more to love with EyeMed

Learn more at eyemed.com/enroll

Follow us:
THANK YOU

Questions?

Yale | HealthEquity