Frequently Asked Questions

Why is vision insurance important? Are eye exams really necessary?

Yes! Getting an annual eye exam is not just about glasses. An eye exam can detect eye health problems like glaucoma or cataracts, but it can also help identify early signs of diseases that impact the whole body- high blood pressure, diabetes and high cholesterol – just to name a few.

At what age should children first visit the eye doctor?

The American Optometric Association recommends that children should have their first eye exam with an optometrist or ophthalmologist between six months of age and one year. The doctor will 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 their 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.

Will I receive a separate Vision ID card?

Yes, you will receive a packet from Reliance Standard containing your Vision ID card and certificate.

When can I begin using my Vision and other benefits?

You can begin using your benefits on your plan's effective date, subject to the terms and conditions of the plan.

Can I access my PremierVision plan membership information online?

Yes, your membership includes access to our secure member portal: **myhealthmembers.com**. On the portal, you will be able to view, download and print your Member Materials, including member guide and insurance certificate. You will also find phone numbers, web links and additional membership information.

Can I view my EyeMed benefits online?

Yes, you can view your benefits and do a lot more on EyeMed's secure website. 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 do all of these things from your smartphone because the EyeMed member site is mobile-optimized.

How do I find a provider in the EyeMed Select Network?

The EyeMed Select directory of more than 63,000 independent and retail providers can be accessed via the provider locator: **www.eyemedvisioncare.com/locator**, or by calling EyeMed's Customer Care Center at **(866) 289-0614**. When you locate a provider through the EyeMed website, you can also schedule an appointment online.

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

Absolutely. In fact, many of the optometrists who practice in retail settings share space with an optical store, but operate separately. 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.

Does EyeMed offer any additional discounts?

Yes, members receive discounts on additional eyewear purchases such as non-prescription sunglasses and accessories at in-network providers.

Can I use my benefits to get laser vision correction?

Yes, you just need to contact the US Laser Network online at **www.eyemedlasik.com** or by phone at **(877) 552-7376** to find a participating provider.

Can I use my benefits when I order contacts online?

To get the most from your benefits, we suggest that you order contacts through one of EyeMed's in-network providers. You may still be able to get an out-of-network reimbursement if you use a site like **www.eyemedcontacts.com** or order through an out-of-network provider.

How will I identify the monthly drafts from their account?

All drafts will have "**amemberbill.com**" listed as the originator of the drafts.

Do I need to submit claims?

When you visit one of EyeMed's in-network providers, the paperwork is all taken care of. If you see an out-of-network provider, you will need to pay at the time of service and complete a claim form to send to EyeMed for reimbursement.

Who can I call for help?

Claims and Evidence of Insurability status inquiries can be answered 24/7 on the Reliance Standard website: **www.RelianceStandard.com** or through their automated Customer Care system: **(800) 351-7500**. Customer Care Representatives are available weekdays from 8:00 a.m. to 7:00 p.m. (Eastern Standard Time).