



Improving the quality of life  
through **better vision  
care**

# Texas A&M University System Open Enrollment Vision Program Overview





# Vision Benefit Solutions for How You Live, Work and Play



## Live

76% of Americans require some form of vision correction.

*Jobson, 2010*

Comprehensive eye exams serve as a primary entry to the health care service system as it enables early detection of high-risk health conditions, such as diabetes, high blood pressure and high cholesterol.

*All About Vision, May 2009*



## Work

69% of employees say non-medical benefits (including vision) are important contributing factor to loyalty.

*Seventh Annual MetLife Study of Employee Benefits Trends, 2009*



## Play

Visual impairments and other conditions of the eye are among the 10 most frequent causes of disability in America.

*U.S. Department of Health and Human Services  
Healthy People 2010*



# Eye exams are important for you and your entire family.

From our first steps to our first grandchild, vision affects every aspect of our life, at every stage in life



## Children's Vision

- About 80 percent of learning in a child's first 12 years comes through the eyes<sup>1</sup>, and poor vision can slow a child's reading.
- The American Optometric Association recommends that every child have a professional eye exam shortly after birth, by six months of age and again just prior to entering school.



## Glaucoma

- Glaucoma is the second leading cause of blindness.
- It typically affects people over the age of 40, and the chances of developing it are increased by family history, race, extreme nearsightedness or diabetes.
- A comprehensive eye exam can detect the onset of glaucoma.



## Diabetes

- If diabetes is left untreated, eye diseases such as retinopathy, cataract, and glaucoma could develop, blurring vision and eventually causing blindness.
- If you're diabetic, regular eye exams are especially important because they enable your eye doctor to monitor changes in your eyes, reducing the likelihood of vision-related complications.



## Vision and Aging

- As we age, our eyes change.
- Older adults are at risk for specific eye problems including age-related macular degeneration (AMD) cataracts, and floaters, which could be a symptom of a more serious condition like a detached retina.
- That's why as we get older, annual eye exams are more important than ever.



# The Comprehensive Eye Exam

EyeMed Vision Care's panel conducts comprehensive eye examinations to diagnose or detect existing conditions of the eye and vision system.

- The annual eye exam recognized as a primary entry point into the health care system
- EyeMed requires the submission of all applicable ICD-9 diagnosis codes for claims submission
- Dilation is a key procedure for diagnosis of diabetes, hypertension and heart disease
- Dilation is included in all exams at no additional charge but at the determination of the provider



- Tests and procedures of a comprehensive exam include:
- Case History
  - Evaluation of visual system's status
  - Refractive Status
  - Binocular Function
  - Assessment, diagnosis and treatment plans
  - Contact Lens Exam & Evaluation (when appropriate)



# You are now free to choose vision care...

## When...

Appointment times that fit your schedule.

Convenient evening and weekend appointment times available.

## Where...

Find the eye care professional that's right for you.

52,000 provider access points including:  
LensCrafters, Sears Optical, Target Optical, JCPenney Optical, and many Pearle Vision® locations.

## & How...

Choose vision correction that fits your lifestyle.

No "preferred product selections."  
Glasses or contact lenses.  
Prescription portability.

**...you want it!**



# Vision Plan Design

Feature	In-Network Co-payments and Coverage Options	Out-of-Network Reimbursement Schedule
<b>Eye Examination</b>	\$10 co-pay	Up to \$50
<b>Exam Options:</b>		
Standard Contact Lens Fit & Follow-Up	Covered in full	\$40
Premium Contact Lens Fit & Follow-Up	10% off Retail, then apply \$40 allowance	\$40
<b>Frame</b>	\$0 Co-pay, \$130 Allowance, 20% off balance over \$130*	Up to \$90
<b>Standard Plastic Lenses:</b>		
Single Vision	\$15 Co-pay	Up to \$50
Bifocal	\$15 Co-pay	Up to \$70
Trifocal	\$15 Co-pay	Up to \$100
Lenticular	\$15 Co-pay	Up to \$100
Standard Progressive	\$15 Co-pay	Up to \$70
Premium Progressive	\$15 Co-Pay, \$120 allowance, 20% off remaining balance	Up to \$70
<b>Contact Lenses (in lieu of eyeglass lenses):</b>		
<b>Conventional</b>	\$0 Co-pay, \$150 Allowance , 15% off balance over \$150	Up to \$150
<b>Disposable</b>	\$0 Co-pay, \$150 Allowance , plus balance over \$150	Up to \$150
<b>Medically Necessary</b>	\$0 Co-pay, Paid-in-Full	Up to \$210
<b>Frequency</b>		
Exam	Once every 12 months per plan year	
Lenses or Contact Lenses	Once every 12 months per plan year	
Frame	Once every 24 months per plan year	



# Vision Plan Design

**Lens options are also available at fixed pricing to EyeMed members**

**Scratch Coating , Standard Progressive Lenses and Polycarbonate lenses for children:  
COVERED IN FULL**

Premium Progressive Lenses:	\$41-\$53 copay
Tint (Solid or Gradient):	\$15 copay
UV Coating:	\$15 copay
Polycarbonate- Adult:	\$40 copay
Standard Anti-Reflective:	\$45 copay
Premium Anti-Reflective:	\$57-\$68 copay
Transition:	\$75 copay
All other Add-on's:	20% discount





# Additional Savings for EyeMed Members



## No Formularies

- ANY frame
- ANY lens
- ANY contact lens
- ANY provider-type



40% Discount  
Off unlimited  
additional  
prescription  
glasses at any  
EyeMed provider  
location, anytime



20% Discount  
Off any balance  
that exceeds the  
frame allowance.  
Items not covered  
by the plan  
(accessories)



Lasik Discounts  
15% off retail price  
or  
5% off any  
promotional price  
of LASIK at U.S.  
Laser Vision  
locations

Overall Member Savings





# How Do I Use My Benefit?

Step 1

- Locate a provider at [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com), choose the **“SELECT” network** of providers in the drop-down menu. Search by zip code. Provider information is also available by calling **1-866-804-0982**.

Step 2

- Schedule an appointment.

Step 3

- When you arrive, identify yourself as an EyeMed Vision Care member and present your ID card. If you do not have your ID card, the provider can verify your benefits by using your name and date of birth.

Step 4

- You will pay the provider applicable copays and surcharges based on the lens options you have selected.

Step 5

- The EyeMed provider will take care of the rest!



# EyeMed ID Cards: A Clear View of Your Benefits

The **EyeMed welcome brochure and ID card** includes a personalized benefit summary and list of nearby retail and independent providers by member's home zip code

**EyeMed VISION CARE**

**Member/Patient Services: 1-866-723-0513**

**ACCESS PLAN A**

**ABC COMPANY**

**SUSAN SAMPLE**  
Group #: 9724576  
Effective: 07/01/2008

Underwritten by Fidelity Security Life Insurance Company

**Schedule your eye exam today!**

Private Practitioners | LENS CRAFTERS | PEOPLE'S CHOICE

Sears Optical | OPTICAL | JCPenney

**EyeMed Member/Patient Services:**  
Log into [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com) or call the number on the front of the card.

**EyeMed Doctors/Providers only:**  
Log into [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com) to receive plan information and authorization online or call 1-800-521-3605.

Please detach carefully at perforation and keep card in your wallet.

**Professional Providers Near You**

**DR. JENNIFER HUB**  
101 N HICKORY ST  
PHILADELPHIA PA 19102  
(215) 877-2211

**DR. JAMES HUBER MD**  
217 N BARBERSDORF DR  
PHILADELPHIA PA 19102  
(215) 258-5849

**MARTIN C KENNEDY MD**  
217 N BARBERSDORF DR  
PHILADELPHIA PA 19104  
(215) 759-9636

**NORTHERN OPTICAL ASSOC INC**  
4800 GUYTON ST STE 310  
PHILADELPHIA PA 19115  
(215) 877-9702

**NORTHERN OPTICAL ASSOC INC**  
3913 S. GUYTON DR STE 310  
LANSINGTON PA 19382  
(215) 989-4827

**DR. STEPHEN J BREWER D.O.**  
2200 COTTMAN AVE  
PHILADELPHIA PA 19149  
(215) 322-9820

**MARLA E C JAMANO D.O.**  
2200 COTTMAN AVE  
PHILADELPHIA PA 19104  
(215) 425-4247

**DENISE T KWATONSKI D.O.**  
**PEOPLE'S CHOICE**  
PHILADELPHIA PA 19114  
(215) 989-7900

**DR. JEFF BRUNETIEN D.O.**  
**PEOPLE'S CHOICE**  
PHILADELPHIA PA 19104  
(215) 576-6176

**Additional Information**

Members also receive a 4% discount off complete pair eyeglass purchase and a 15% discount off contact lenses and contact lenses from the member benefit card.

Members receive a 10% discount off the retail price of 1% off any promotional price of LASIK or PRK laser vision correction procedures. LASIK and PRK correction procedures are provided by the U.S. Laser Network, owned by U.S. Laser. Please note that there is a \$1000.00 co-pay. Co-pay is an additional procedure, performed by specialty trained provider. This discount may not always be available from provider at your convenience location. Co-pay is subject to the call center. See the member ID card for more information on this discount.

Notes of Primary Provider: Note: Notes of Primary Provider can be obtained any time by calling the phone number listed on your ID card or by visiting [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com).

**EyeMed VISION CARE**

**The Certificate of Insurance is on file with your employer. Contact your employer to review a copy of the Certificate.**

**EYEMED VISION CARE BENEFIT**

Member Code	Member Cost	Out of Network Reimbursement
001	\$10.00/eye	10 to 100%
002	\$10.00/eye	10 to 100%
003	\$10.00/eye	10 to 100%
004	\$10.00/eye	10 to 100%
005	\$10.00/eye	10 to 100%
006	\$10.00/eye	10 to 100%
007	\$10.00/eye	10 to 100%
008	\$10.00/eye	10 to 100%
009	\$10.00/eye	10 to 100%
010	\$10.00/eye	10 to 100%
011	\$10.00/eye	10 to 100%
012	\$10.00/eye	10 to 100%
013	\$10.00/eye	10 to 100%
014	\$10.00/eye	10 to 100%
015	\$10.00/eye	10 to 100%
016	\$10.00/eye	10 to 100%
017	\$10.00/eye	10 to 100%
018	\$10.00/eye	10 to 100%
019	\$10.00/eye	10 to 100%
020	\$10.00/eye	10 to 100%
021	\$10.00/eye	10 to 100%
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027	\$10.00/eye	10 to 100%
028	\$10.00/eye	10 to 100%
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031	\$10.00/eye	10 to 100%
032	\$10.00/eye	10 to 100%
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037	\$10.00/eye	10 to 100%
038	\$10.00/eye	10 to 100%
039	\$10.00/eye	10 to 100%
040	\$10.00/eye	10 to 100%
041	\$10.00/eye	10 to 100%
042	\$10.00/eye	10 to 100%
043	\$10.00/eye	10 to 100%
044	\$10.00/eye	10 to 100%
045	\$10.00/eye	10 to 100%
046	\$10.00/eye	10 to 100%
047	\$10.00/eye	10 to 100%
048	\$10.00/eye	10 to 100%
049	\$10.00/eye	10 to 100%
050	\$10.00/eye	10 to 100%

**Focused on Vision Wellness**

EyeMed's quality vision care program is important to every member of your family. Regular eye exams not only help correct vision problems, comprehensive eye exams can also reveal the warning signs of more serious undiagnosed health problems such as hypertension, cardiovascular disease and diabetes. No matter what the age, eye exams are important to health.

Don't forget, sun protection is also an important part of your overall health. Talk to your provider about how you can apply your lens benefit or value added discounts toward the purchase of prescription or non-prescription sunglasses.

**Continued Eyewear Savings**

Your plan may include discounts on additional purchases once the initial benefit has been used. Check your plan design on the reverse side to learn more.

**Contact Lens by Mail**

You can also save money by ordering replacement contact lenses at competitive prices through [www.eyemedcontacts.com](http://www.eyemedcontacts.com). They will be delivered directly to your home. Your plan allowance and discounts do not apply to this service.

**Web Features**

The EyeMed Web site, [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com), allows you to register to view plan information, verify eligibility status, locate a provider, obtain out-of-network claim forms, request additional ID cards and learn more about your eye health.

**Out-of-network benefits may apply. For more information or to obtain a copy of an out-of-network claim form, please visit the EyeMed Web site.**

PLEASE NOTE YOUR BENEFIT CANNOT BE COMBINED WITH ANY OTHER DISCOUNTS, COUPONS OR PROMOTIONAL OFFERS

Member Services: 1-866-723-0513



# The EyeMed Customer Care Center: A Certified Center of Excellence

EyeMed CCC performance in the top 10% of BenchmarkPortal database of over 25,000 call centers. According to Benchmark Portal,



Access  
Days a  
Week **7**



Longest live-agent service hours in the industry:  
102 hours weekly

## Call Center Hours

7:30 a.m. to 11:00 p.m. EST Monday – Saturday  
11:00 a.m. to 8:00 p.m. EST Sunday

- Average speed of answer – 12 seconds
  - First call resolution rate – 99%
  - Call abandonment rate – 1.2%

According to Benchmark Portal, “EyeMed’s center is among the most customer-focused I have seen. Their phone agents are providing superior service.”

- Dr. Richard Feinberg



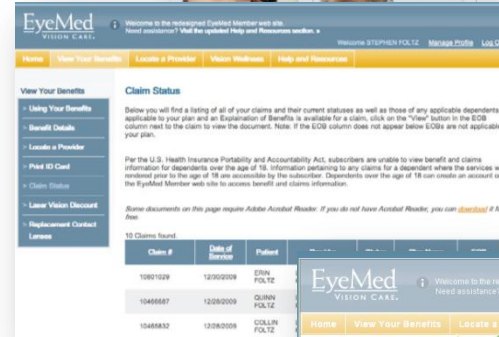
# Web. Education. Functionality.

Complete support options available anytime.

By visiting or logging on to [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com), members can:

- View benefits and learn how to access them
- Check for eligible services
- Locate a provider
- View vision wellness information
- **Download printable ID cards and EOBs**
- **Check claim status** & next eligible date of service
- Review LASIK information
- Order replacement contact lenses

Check out [eyesiteonwellness.com](http://eyesiteonwellness.com) for wellness videos, articles and resources





# Questions?

