

# Start Using Your Vision Benefits

Featuring the EyeMed vision network



Maintaining good vision and eye health is a priority. Now that you've enrolled, here's what you can do to make the most of your vision benefits.



## 1 Create an EyeMed account

Register at [EyeMed.com](https://www.eyemed.com). Complete all required fields and enter your Member ID or last 4 digits of the primary member's SSN number. Select 'Create An Account.' Once you are registered, you'll receive an email with a link to set up your password.



## 2 Review your plan details and print or save your ID card

Once logged in, locate the My Benefits page to verify your coverage and eligibility. If you lose your ID card or need extras, you can access a digital version to print or save to your smartphone.



## 3 Verify your network and find a provider

You are free to see the vision provider of your choice, and you save more when seeing an EyeMed network provider. Log into your member account to verify your network. Search for a network provider by selecting 'Find an Eye Doctor.'

### EyeMed Network

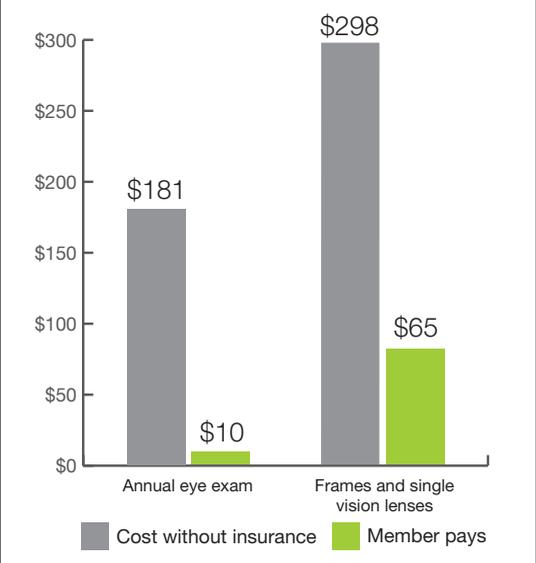
EyeMed's network includes some of the most recognized names, including:



Browse and buy eyewear online. [Glasses.com](https://www.glasses.com), [ContactsDirect.com](https://www.contactsdirect.com), [LensCrafters](https://www.lenscrafters.com), [Ray-Ban](https://www.ray-ban.com), and [Target Optical](https://www.targetoptical.com) are in the EyeMed network, and your vision benefits are applied directly to your online order.

Find ways to save more with [EyeMed Perks](#).

Average savings with an EyeMed network provider



This example reflects average savings for EyeMed members. For illustrative purposes, the initial cost without insurance has been estimated. Actual charges may vary.



## 4 Schedule an appointment

Appointments can be scheduled online with participating network providers. When you arrive, just give them your name and date of birth, no ID card is necessary. When you stay in-network, your provider can look you up instantly.



## 5 Check your claims in your member account

To access the out-of-network form or to check the status of a claim, log in to your member account and navigate to the Claims tab.



Manage your eye care needs anytime and anywhere by downloading the [EyeMed Members App](#). Search for the app on the App Store (iOS) or Google Play (Android).



## Frequently Asked Questions

### Can I use my benefits if I visit a provider outside the network?

Yes. If you visit an out-of-network provider, you pay your provider the full balance and submit a claim with your itemized receipt for reimbursement based on your out-of-network benefits. Greater benefits are available with network providers, and they submit the claim for you.

### Can I use my benefits at Walmart and Sam's Club?

Yes. These locations are out-of-network for EyeMed plans, so your out-of-network benefits would apply. But these benefits still go a long way due to the lower overall price points of these retailers.

### Can I get glasses and contacts in the same year?

Yes. With EyeMed network plans, benefits for frames and contact/eyeglass lenses are separated. If you use your lens benefits to purchase contacts, you are still able to use your frame allowance towards new glasses during the same benefit year. In this case, the eyeglass lenses to go in your new frames would be an out-of-pocket expense.

### Who do I contact if I have questions?

#### Contact EyeMed for benefit, claims or network questions.

866-289-0614

Monday – Saturday 6:30 a.m. - 10 p.m.

Sunday 10 a.m. - 7 p.m. (CST)

#### Contact Ameritas for billing, administration, ID card or network questions.

group@ameritas.com

If you enrolled through an employer: 800-487-5553

If you purchased online: 800-300-9566

Monday – Thursday 7 a.m. - 7 p.m.

Friday 7 a.m. - 5:30 p.m. (CST)

