

# In the know. In an instant.

## GET IMMEDIATE ANSWERS AND REAL-TIME TIPS WITH EYEMED TEXT ALERTS

Life moves by in the blink of an eye. Keep up with EyeMed text alerts. Get the latest vision benefits buzz, right on your phone, right away—just-in-time updates and reminders, tips to maximize your benefits and extra ways to save money. You'll know what's up, what's going down, all the ins and outs of your EyeMed benefits. Anytime, anywhere.



Wellness information



Special offers



Benefits reminders



Quick tips and guides

Keeping an eye on your health and getting the most from your vision benefits has never been easier—or more accessible. No cost. Nothing to download. Opt out anytime.

## TRY IT OUT RIGHT NOW

**Call 844.873.7853 to opt in.** Be sure to have your 9-digit Member ID handy. Don't know it? Log into **eyemed.com** or call the customer care center and follow the automated prompts.



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# 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](http://eyesiteonwellness.com). Plus learn how to maximize your benefits and get special offers when you sign up for inSIGHTS at [eyemed.com](http://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](http://eyemed.com).

## SEE THE GOOD STUFF

Register on [eyemed.com](http://eyemed.com) or grab the member app (App Store or Google Play) now.





# 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](http://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.



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.

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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](http://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

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