



## COVID-19 Member FAQ Update 3.27.20

### **RE: Purchase of Glasses or Contact Lenses**

This update provides additional clarification on use of benefits. As with all managed care organizations, EyeMed is required to follow COVID-19 guidance and protocols provided by the Centers for Disease Control and Prevention (CDC), and state and local public health and insurance departments. We recommend you follow CDC guidelines regarding routine eye exams, including postponing routine visits. While the CDC is discouraging routine visits, the Cybersecurity and Infrastructure Security Agency (CISA) has determined that optometry is an essential service. There are circumstances that may arise where you need to receive new glasses, lenses or contact lenses, or obtain replacements. This updated FAQ will provide some additional clarification.

### **IF YOU REQUIRE NEW EYEGLASSES or LENSES (NOT CONTACT LENSES):**

There are four scenarios to consider if you're in need of a new complete pair of eyeglasses or replacement lenses. Please review the criteria below. Of course, if you have any questions, our Customer Care Center is available at 1.866.933.3633 (or your group-specific number on your ID card) to assist you. Please review the criteria below:

1) **If you have a valid prescription and have a state-mandated stay-at-home order, or you can't leave due to illness/doctor's recommendation**

If you have a valid prescription, your prescription for eyeglasses should be valid unless there's a documented expiration date. Our recommendation is to utilize online, in-network options, including [Glasses.com](https://www.glasses.com), [Ray-Ban.com](https://www.ray-ban.com), [LensCrafters.com](https://www.lenscrafters.com) and [TargetOptical.com](https://www.targetoptical.com). See "CAN I ORDER EYEWEAR/CONTACTS ONLINE USING MY BENEFITS?"

If you've experienced any vision or medical changes, and you're not certain if your prescription is still correct, we encourage you to contact your existing doctor (last office visited). See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"

2) **If you have current eyeglasses, your frame or lenses are broken, and you'd like replacement (duplicate) lenses**

It is possible for an eye care professional to remake new lenses (or duplicate lenses) from your current lenses. In these cases, we encourage you to contact your existing eye doctor (last office you visited) first. However, another eye care professional may be able to duplicate lenses from your existing glasses as well. See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"



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3) **If you have no prescription and you've lost your eyewear, and you can leave your home**

In many states where stay-at-home orders have been issued, optometry may still be considered an essential service in most states. However, routine care is discouraged given the circumstances, but this may qualify as an essential service. In certain states, you may be able to visit an eye doctor to receive an eye exam and obtain new glasses. See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"

4) **If you have no eyewear, you have no current prescription, and you can't leave the home due to illness/doctor's recommendation**

If you meet the criteria above, please contact our Customer Care Center directly at 1.866.939.3633 (or your group-specific number on your ID card). You may be eligible to receive an emergency pair of replacement Adlens Adjustable Glasses (subject to availability). These temporary, emergency glasses can be adjusted to switch focus for reading, computer and distance.

### **IF YOU REQUIRE NEW CONTACT LENSES:**

Please be aware that federal law, Fairness to Contact Lens Consumer Act, mandates the guidelines for issuing and distributing new contact lenses. As it stands today, these federal guidelines may temporarily limit your ability to obtain new contact lenses. Below are a few options:

1) **If you have a valid prescription and it's less than 12 months since your exam**

If you've received an eye exam within the last 12 months our recommendation is to utilize online, in-network options, including [Glasses.com](https://www.glasses.com), [ContactsDirect](https://www.contactsdirect.com), [Ray-Ban.com](https://www.ray-ban.com), [LensCrafters.com](https://www.lenscrafters.com) and [TargetOptical.com](https://www.targetoptical.com). See "CAN I ORDER EYEWEAR/CONTACTS ONLINE USING MY BENEFITS?"

If you've experienced any vision or medical changes, and you're not certain if your prescription is still correct, we encourage you to contact your existing doctor (last office visited). See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"

2) **If you have a prescription but it is greater than 12 months since your last exam**

Your current eye doctor (last office visited) may be able to extend a prior prescription. We first encourage you to reach out to your current eye doctor (last office visited) to consider your current vision and medical needs and potentially obtain an extended prescription. See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"



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If you are unable to reach your current eye doctor for an extended prescription consider utilizing an online, in-network provider, including: [Glasses.com](https://www.glasses.com), [ContactsDirect](https://www.contactsdirect.com), [Ray-Ban.com](https://www.ray-ban.com), [LensCrafters.com](https://www.lenscrafters.com) and [TargetOptical.com](https://www.targetoptical.com). You will be asked to complete information online, including submitting your last prescription. Once they receive your information, federal guidelines require them to contact your eye doctor (last office visited) to attempt to deny or approve your order.

If neither of the options above enable you to receive new contact lenses, federal guidelines are likely to prevent you (at this time) from purchasing new contact lenses. In this situation, you may wish to consider temporarily switching to glasses. Eyewear (glasses) may often be able to be produced from a valid prescription older than 12 months so long as it does not include an expiration date, or in the event it does, it has not expired. If you're interested in new glasses, we recommend utilizing any of the online, in-network options highlighted above. See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"

### 3) **If you have no prescription and you can leave your home**

In many states where stay-at-home orders have been issued, optometry may still be considered an essential service in certain states. However, routine care is discouraged given the circumstances, but this may qualify as an essential service. In certain states, you may be able to visit an eye doctor to receive an eye exam and obtain your new prescription. See "WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?"

### 4) **If you wear contacts, have no current prescription, do not have glasses and you can't leave the home due to illness/doctor's recommendation**

Unfortunately, you will likely not be able to replace your contact lenses at this time since federal law require a valid prescription less than 12 months old. Please contact our Customer Care Center directly at 1.866.939.3633 (or the group-specific number on your ID card). If you meet the criteria above, you may be eligible to receive an emergency pair of replacement Adlens Adjustable Glasses (subject to availability). These temporary, emergency glasses can be adjusted to switch focus for reading, computer and distance.

### **CAN I ORDER EYEWEAR/CONTACTS ONLINE USING MY BENEFITS?**

Yes. You have multiple options to order prescription eyewear and contact lenses online using your EyeMed benefits. Please review the various scenarios under, "HOW DO I PURCHASE GLASSES OR CONTACT LENSES?" If you meet the qualifications, you have multiple online, in-network options including: [Glasses.com](https://www.glasses.com), [ContactsDirect](https://www.contactsdirect.com), [Ray-Ban.com](https://www.ray-ban.com), [LensCrafters.com](https://www.lenscrafters.com), and [TargetOptical.com](https://www.targetoptical.com). It's easy to order, your benefits are applied automatically, and your glasses or contacts will be delivered right to your home. Understanding the circumstances, many of these online providers are offering free expedited shipping and no-cost returns for extra convenience. \*Check with online providers to verify available offers.



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### **WHAT ARE MY OPTIONS FOR CONTACTING A PROVIDER?**

Whether you need to contact your existing eye doctor (last office visited) or find a new eye doctor, you should expect that numerous provider offices will be impacted due to federal, state and local restrictions, staffing, safety and other conditions. We highly recommend that EyeMed members call your provider directly to verify modified location hours or closing. You have 24-hour access to provider contact information via our provider locator on EyeMed.com or our mobile app (available on iPhone and Android). You may also call our Customer Care Center directly at 1.866.939.3633 (or your group-specific number on your ID card).