

## **EPIC Vision – Frequently Asked Questions**

### **MY BENEFITS**

#### ***How do I find out what my benefits are?***

You will receive a Welcome Kit in the mail from EPIC and Davis Vision. This Kit will contain your schedule of benefits, ID cards, and a local network provider listing.

Log in to the Davis Vision Web site ([www.davisvision.com](http://www.davisvision.com)), member area, and click on “Check Eligibility.” Enter your date of birth to see your benefits and eligibility information, or to print out your enrollment confirmation. You may also review your benefit information by clicking on “Forms.” This process will also verify your enrollment.

#### ***How can I verify that I have been enrolled for vision coverage?***

Log in to the Davis Vision Web site ([www.davisvision.com](http://www.davisvision.com)), member area, and click on “Check Eligibility.” Enter your date of birth to see your enrollment confirmation, benefits, and eligibility information.

### **USING MY BENEFITS AT A NETWORK PROVIDER**

#### ***How can I find a Davis Vision provider?***

Log in to the Davis Vision Web site ([www.davisvision.com](http://www.davisvision.com)), member area, and click on “Find a Provider.” You will be able to search for providers based on ZIP code, city, state, county, provider name, or business name. Consider entering your ZIP code and radius (miles); this approach will eliminate any city/suburb search limitations.

#### ***What happens when I visit a Davis Vision provider?***

When visiting a Davis Vision provider, it is best to bring your Welcome Kit information with you. The Kit contains your schedule of benefits and ID cards. If you do not have your Welcome Kit information with you, tell your provider you are a Davis Vision member with coverage through EPIC Life Insurance. You will need to provide your member ID number, name, and date of birth, and do the same for your dependents seeking vision services. The provider will verify your benefits and take care of the rest!

#### ***If I receive my eye exam through my health insurance provider, how do I use my vision materials benefits?***

If you receive your eye exam from your health insurance provider, obtain a prescription from your health insurance provider during the visit. Visit any Davis Vision participating provider to use your vision materials benefits and present the prescription during that visit.

#### ***Can I split my benefits?***

You may split your benefits by receiving your eyeglasses or contact lenses on different dates or through different provider locations. To maximize your benefit value, we recommend that all services be obtained from a Davis Vision network provider.

#### ***What can I expect to pay when visiting a Davis Vision provider?***

The schedule of benefits on the front page of your Welcome Kit will provide you with all the information needed to understand your costs; you are responsible for copays and any amounts over the allowance.

#### ***If I am at a provider office and experience a problem, how can I get help?***

Contact Davis Vision Member Services at 1-800-999-5431. Live help is available seven days a week: Monday-Friday, 8 a.m.-11 p.m. | Saturday, 9 a.m.-4 p.m. | Sunday 12 p.m.-4 p.m. (Eastern Time). TYY services: 1-800-523-2847. Your provider can use the same telephone number to get clarification of your benefits.

#### ***When will I receive my eyewear?***

Your eyewear will be delivered to your network provider generally within five business days of order receipt. Special prescriptions, lens coatings, provider frames, or out-of-stock frames may take a little longer.

### ***What if my provider is not in the Davis Vision network?***

You will maximize your vision benefits by using a Davis Vision provider. If your provider, however, is not in the Davis Vision network, you may submit a Provider Nomination Form to recommend that your provider be added to the Davis Vision network. Davis Vision will make every effort to include your provider in the network; however, all nominations are subject to credentialing and geographic review. You can find the Provider Nomination Form by logging in to the Davis Vision Web site, Member area, and selecting “Find a Provider.”

## **USING MY BENEFITS AT AN OUT-OF-NETWORK PROVIDER**

### ***What if I use a provider that is not in the Davis Vision network?***

You will maximize your vision benefits by using a Davis Vision provider. If your vision benefit includes an “out-of-network benefit” and you visit an out-of-network provider, you will be responsible to pay the provider’s charges at the time of service, then submit a claim to Davis Vision for reimbursement, up to the amounts shown on your EPIC schedule of benefits. You can download a claim form by logging in to the Davis Vision Web site ([www.davisvision.com](http://www.davisvision.com)), member area, and selecting “Forms.” Follow the instructions for completing and submitting the form for reimbursement.

## **DAVIS VISION FRAME COLLECTION**

### ***What is the Davis Vision Frame Collection?***

Davis Vision offers a great selection of fashionable and designer frames, a number of which are covered in full. These frames are part of the Davis Vision exclusive collection on display at selected participating Davis Vision providers. The frames are a supplement to the provider's own display of frames and can only be ordered through Davis Vision participating providers.

### ***How can I view the frames in Davis Vision’s Collection?***

You can view Davis Vision Collection frames by logging in to the Davis Vision Web site ([www.davisvision.com](http://www.davisvision.com)), member area, and selecting “Personal Frame Collection.”

### ***How can I find out which providers have the Davis Vision Collection?***

Log in to the Davis Vision Web site ([www.davisvision.com](http://www.davisvision.com)), member area, and click on “Find a Provider.” You will be able to search for providers based on ZIP code, city, state, county, provider name, or business name. Once you have entered your search criteria and received a provider listing, you will be able to determine which providers carry the Exclusive Frame Collection.

## **EYEGLOSS WARRANTY**

### ***I broke my glasses. What can I do?***

All Davis Vision eyeglasses are covered by a one-year breakage warranty. If your glasses were manufactured by Davis Vision labs, they are covered by the one-year unlimited breakage warranty. This means that it does not matter how your glasses broke, Davis Vision will repair or replace them at no charge. (Eyeglasses manufactured by non-Davis Vision labs are covered by a one-year breakage warranty under the terms of normal wear.)

### ***Do I need to return to the provider where I purchased my eyeglasses to receive the warranty?***

To exercise the Davis Vision one-year breakage warranty, please return to the provider where you purchased your eyeglasses and they will assist you with repair or replacement. If you have moved and are not near the provider where you purchased your eyeglasses, contact Davis Vision for assistance at 1-800-999-5431.

## **LASER VISION**

### ***I'm thinking about laser vision surgery. Where can I learn more?***

To learn more about your laser vision benefits (if applicable), providers, and receiving laser vision services, log in to the Davis Vision Web site, Member area, and select “Laser Vision Correction.”

## **ADDITIONAL QUESTIONS**

### ***How can I contact a Member Service representative?***

Contact Davis Vision Member Services at 1-800-999-5431 for automated help 24/7. Live help is also available seven days a week: Monday-Friday, 8 a.m.-11 p.m. | Saturday, 9 a.m.-4 p.m. | Sunday 12 p.m.-4 p.m. (Eastern Time). TYY services: 1-800-523-2847.