



Frequently Asked Questions

Where can I locate a provider and how do I tell what type of services the office offers?

By using the member web portal or mobile application, you can locate a participating provider and identify the services the offices perform. The provider locate tool will indicate whether an office is a full-service location (performs examination and eyeglasses and/or contacts), material only location (eyeglasses and/or contact lenses) or an examination only location. Additionally, you can contact the member service center at 1-800-999-5431.

How can I verify my coverage and covered benefits?

Members can access the member web portal or mobile application. Upon creating an account, members can verify eligibility and covered benefits. Additionally, the provider will assist with covered available benefits and options based on what the plan covers.

How do I access my benefits utilizing an online provider?

Members must log into the online providers site (Befitting.com, Glasses.com and 1800Contacts.com) upon creating an account, the coverage for that member will display on the online providers site.

Are there differences in the benefit when utilizing a retail location versus an independent provider office?

While we strive to achieve consistency among benefits at all participating locations, there can be minor differences such as:

1. Independent providers office offers the Davis Vision Exclusive collection of frames. Members can take advantage of a covered in full frame or at little to no out of pocket cost when choosing from the collection. The Davis Vision Exclusive frames and contact lens collections are not available at retail or online locations.
2. Additional discounts on overages may not be available at all retail locations. Verify prior to seeking services.

How do I get the most out of my Vision benefits?

By utilizing a participating provider for your examination, eyeglasses or contact lenses services. Your plan offers low fixed out of pocket costs, giving you the ability to estimate your out of pocket cost before receiving services at the office.

We also encourage you to take a look at the Davis Vision Exclusive Collection of frames. There are over 200 frames available for no more than a \$40 copay – and sometimes for no additional

cost. In order to keep frames fresh and up-to-date with the latest fashion trends, the Exclusive Collection is refreshed annually. Additionally, all frames include a one-year breakage warranty and can be found at thousands of independent provider offices across the country.

What information will my eye doctor need?

When scheduling your appointment with an in-network eye care professional, it's best to have your member number so they can quickly verify eligibility. However, you can also use the policy holder's first/last name and the state in which they live.

What if my eye care professional is not in-network?

Most plans include an out-of-network (OON) option that allows members to receive partial reimbursement for services received from eye care professionals who don't participate in our network. Log in to your account and click on "Access Benefits and Forms" to download the Direct Reimbursement Claim Form. Follow the instructions on the form to submit your claim. You must include either your eye care professional's signature or a detailed receipt. You can request to add an eye care professional to your network under "Find an eye care professional" located at the top of this page.

Tip: Bring the Direct Reimbursement Claim form with you to your appointment for easy completion of information and for the eye care professional's signature.

Additionally, members with out-of-network benefits can also submit a claim using our mobile app. Simply log sign into the mobile app, fill in all relevant expenses, and take a photo of your receipt.

What is the Exclusive Collection?

The Exclusive Collection is a unique offering to Davis Vision members only and can be found in nearly 9,000 independent eye care professional locations across the country. Click on "Find an eye care professional" at the top of this page and look for results with the glasses icon.

FRAMES: A collection of hundreds of frames valued at up to \$195 but available to members for no more than \$40 out-of-pocket (sometimes nothing). To browse frames, sign into your online member account at the top of the page and click "Personal Frame Collection."

CONTACTS: A collection of popular contact lens products that are dispensed according to your specific plan design. Contact lenses from our Exclusive Collection, along with your evaluation, fitting and follow-up care, are fully-covered with your Davis Vision plan.

What if my glasses break?

All Exclusive Collection frames – available at thousands of participating independent provider locations nationwide – and spectacle lenses made in our laboratories are warranted against breakage for one (1) year from the original date of dispensing.

Warranties for retailers vary by location. Consult the retailer for their specific warranty details.