



Electronic Explanation of Benefits FAQ's

How will EyeMed communicate this change to my employees?

EyeMed will take the following steps to communicate this change to members.

- EyeMed will proactively email all members that have registered on EyeMedVisionCare.com to notify them of the change by the end of April 2012.
- Messaging will also be included on the EyeMedVisionCare.com site.
- EyeMed would be happy to email the individual clients membership directly, an email list from the client would be required to do so.
- We understand the desire of some clients to deliver a direct mail piece to members to notify them of the change, however this does not align with our go-green objective to minimize our impact on the environment.
- Communication Tools have been provided directly to the client that will allow them to communicate the change to their employees as necessary. The tools can be emailed out directly to their employees, place on their corporate internet site or used in organizational newsletters.
- Within the industry, an EOB is not required and if they are generated, it is standard for them to be accessed electronically. The EOB simply serves as a record for the member and will be accessible 24/7 360 days a year on EyeMedVisionCare.com.

If my employees do not have a computer is there an alternate method for them to receive their EOB and to change their profile?

Yes, member may contact the EyeMed Customer Care center at 1-866-939-3633. A representative will be happy to provide an EOB for them and change their profile so they will continue to receive paper EOB's moving forward.

What happens with Out of Network Claims, re-imburements etc?

Today, members receive a check and associated Remit Advice (RA). If the claim is denied, they only receive an RA. This change is only impacting EOB's and not RA's, so they will still continue to receive paper RA's and reimbursements. Member OON RAs (paid or unpaid) will **not** be available on EyeMedVisionCare.com