



EyeMed LLC, the Vision insurance provider for SRNS and SRR will switch to paperless Explanation of Benefits (EOB's) effective May 8, 2012. As part of EyeMed's go-green campaign, EOB's will now be provided in electronic format, on the EyeMed website ([www.eyemedvisioncare.com](http://www.eyemedvisioncare.com)). The website also contains information on claims, benefits, ID cards, and finding providers in your area. For members who do not wish to receive their EOB's on-line, they can select a paper option via the EyeMed website or by contacting EyeMed at 1-866-939-3633. For more information on logging into the website and/or changing options, please see the attachments below.

## **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, placed 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

# How to change your Member Web preferences

The EyeMed Member Web is your easy online portal to do everything you need. These instructions will give you a simple step by step overview on how to register for an account, view your benefits and set your mailing preferences.



**Step 1:** It's easy to get to EyeMed's Member website. In your navigation bar, type in [www.EyeMedVisionCare.com/member](http://www.EyeMedVisionCare.com/member) and hit enter to be taken to the log-in page.



**Step 2:** If you don't have an account it's a cinch to create one and take advantage of all that EyeMed Member Web has to offer. Simply click on the "Create an online account now" link located in the first paragraph of the page to be taken to a quick registration process and set-up.

## Create an Account

To begin using your EyeMed member website, please [create an online account now](#). It's quick and easy! Once you have an account, you'll be able to:

Once you've registered you'll receive a welcoming confirmation email confirming your successful sign-up.



**Step 3:** To view your explanation of benefits electronically, click on "View Your Benefits" located in the blue bar at the top of the page. Then select Claim Status on the left side of the screen.

To learn more, visit [EyeMedVisionCare.com](http://EyeMedVisionCare.com).



Prefer not to view your EOB electronically?  
Now you can choose how you'd like to receive this information.



**Step 4:** If you prefer a paper copy of your Explanation of Benefits, you still have that option. Simply change the setting in your profile. Click on the “Manage Profile” link located in the top right corner of the screen next to your name.

Welcome TOMMY TEST [Manage Profile](#) [Log Out](#)



**Step 5:** On the right hand side of your Profile Page, you'll see a large box highlighting EyeMed's Green Initiative.

To receive a paper copy of your EOB in the mail, simply uncheck the top box. To save your choices, click on the orange “Update Preferences” button located below the two options.

 Go Green.  
Go Paperless.

Reduce your environmental impact by signing up to receive communications from us electronically. Place a checkmark to select the option; remove the checkmark to deselect it.

- Yes, I'd like to receive my EOBs electronically.** By checking this option you are requesting to NOT receive paper-based EOBs anymore.
- Yes, I'd like to receive information regarding my vision care benefits and vision wellness via email.** We will never sell your email address to a third party.

By selecting "Yes" I have read and agree with the [Terms and Conditions](#).

**Update**

And that's it! We hope you'll continue to visit EyeMed's Member Web and take advantage of all of the features it has to offer.

#### On the site it's easy to:

- File a claim
- Locate an in-network provider
- Print out another ID card
- View your Benefits
- Check the status of claims
- Find helpful information about vision wellness

To learn more, visit [EyeMedVisionCare.com](http://EyeMedVisionCare.com).

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