



New ways to use vision benefits online

You can offer your customers an in-network online shopping solution that includes seamless integration with vision benefits and automatic claims submission through our new relationships with **Glasses.com** and **1-800 Contacts**.



GLASSES . COM

Glasses.com is one of the most trusted online stores for popular eyewear brands, including prescription glasses and sunglasses.

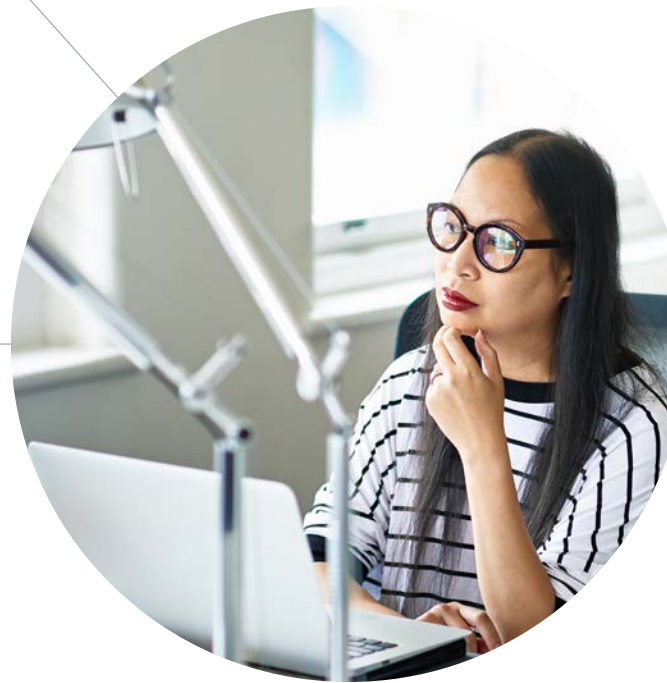
- Broad price range: optical frames from \$80 to \$480
- Wide product selection including luxury brands, accessible fast fashion, and sport, including Ray-Ban, Oakley, Prada, Ralph Lauren and Michael Kors
- Lens options for every need
- Free shipping and returns
- Customer service available through phone, email, and chat
- Free in-person adjustments after purchase

1 800 contacts®

1-800 Contacts is the most recognized online contact lens retailer in the industry. They have an established reputation for their customer service, backed by an industry-leading Net Promoter Score of 76.

- Most extensive inventory with 98% orders in stock
- Over 100k SKUs
- Multiple distribution centers across the country to improve delivery speed
- Ease of ordering with 2-click reorders
- Mobile app and prescription upload
- 24/7 live customer service: 90% of calls answered in 10 seconds or less

For additional information, please contact your client manager.



Using your new vision benefits online

What's new?

Glasses.com and **1-800 Contacts** will be added as an in-network option. We've compiled the most frequently asked questions below to help you decide if they might be the right option for you.

What kind of products do Glasses.com and 1-800 Contacts offer?

- Glasses.com offers frames from well-known brands such as Ray-Ban, Oakley, Prada, Ralph Lauren, Coach, Burberry and Michael Kors. 1-800 Contacts offers products from all major contact lens manufacturers.

Are the benefits the same as other retail stores?

- Yes, both Glasses.com and 1-800 Contacts are full, in-network retailers where you can apply your full allowance and, at Glasses.com, pay the same fixed out-of-pocket amounts for lens options you would pay at independent eye care professionals.

If I have a funded lens benefit, will I receive that lens option for \$0 out-of-pocket?

- Yes, Glasses.com will honor members' funded lens option benefits.

Is the Davis Vision Exclusive Collection for frames or contacts included in either program?

- Glasses.com and 1-800 Contacts will not offer the Davis Vision Exclusive Collection.

Will Glasses.com and 1-800 Contacts offer a discount on retail price above the allowance

- Not at this time.

Why would I want to use my benefit at these retailers?

- Convenience and product selection.

What does this mean for existing offerings?

- We are not removing existing offerings

Do I need a prescription to order products online?

- Yes, you will need to enter your prescription at the time of purchase, and require a recent valid prescription to purchase contact lenses online.

How will the benefits be applied during a purchase/order?

Glasses.com

- Applies your full allowance, charges you any lens co-pay (but no additional charge for lenses).
- Offers single vision and progressive lenses plus polycarbonate and high-index lenses, plus sunglasses.
- All lenses have anti-reflective coating included; there is an AR buy-up option.

FAQs continued on backside of page.

1-800 Contacts

- Applies your full allowance, charges you with your contact lens co-pay.

How will members utilize the benefit?

- **Online:** You are able to browse for products, select products and create a shopping cart. You can then have your benefit applied in the shopping cart and see your balance due (e.g., \$200 shopping cart minus \$150 allowance plus \$10 co-pay = they owe \$60).
- **Via phone:** You also have the option to order by phone and note that you have insurance. You then have the opportunity to tell the customer service representative that you'd want to receive a pricing quote on what is owed after benefits. You only pay for what is owed and then have the item(s) shipped directly to them.

What kind of response will I receive if I have already used my benefits?

- **1-800 Contacts**

If their system is able to locate your record but you no longer have benefits, they state "Sorry, we couldn't find your coverage" and encourage chatting with a customer service representative who can confirm their specific benefits.

Is there a mobile app?

- Yes, both Glasses.com and 1-800 Contacts have mobile apps.

Will single sign-on be required?

- No, you can navigate to the retailer websites.

For detailed benefit information, please refer to the summary of benefits available in your member portal.