

HOW TO CLAIM BENEFITS

Network Provider

Network providers submit claim forms for you. Benefits are paid directly to network providers. You can locate a network provider by calling 1-866-723-0513 or visiting www.eyemedvisioncare.com. You will receive an **EOB** showing charges and benefits paid.

When visiting a network provider, it is recommended, but not required, that you provide your member ID card. This will eliminate the need to supply your Social Security number or other personal information to a network provider. If you do not have your card with you, be sure to say that you are participating in the Avaya Represented Vision Care Plan so that your eligibility can be verified.

Non-Network Provider

Non-network providers request payment in full at the time of service. To receive reimbursement for the vision care services or supplies of a non-network provider, you must submit a signed claim form with detailed receipts to the **Claims Administrator** (see "Important Contacts"). The **Claims Administrator** will pay benefits for **covered** services or supplies directly to you, and will send you an **EOB**.

You should submit claims within 90 days of service. In no case are benefits payable for claims submitted later than 15 months from the date of service.

If a claim for benefits is denied, you may appeal the decision (see "Claim Procedures").