



# SIGHTPROTECT™ EMPLOYEES FREQUENTLY ASKED QUESTIONS

## What is *SightProtect*?

*SightProtect* is a new safety program brought to you by Essilor. The program has been specifically designed to meet the needs and demands of today's employees by offering an expanded [provider network](#), exclusive lens technology like Varilux®, Crizal®, Transitions® and Optifog®, and patient-preferred safety-frame brands such as Oakley® and Guardian.

## Who is Essilor?

Essilor's mission is improving lives by improving sight. Essilor is the leading ophthalmic optics company and puts its expertise toward helping provide you your best vision by designing, manufacturing, and distributing quality products and services through innovative business models. Today Essilor provides solutions to correct and protect the visual health of the 7.4 billion people in the world.

## Who is EyeMed?

EyeMed Vision Care, the fastest growing vision benefits company in the U.S., is dedicated to helping members achieve clear, healthy vision by giving them easy access to a diverse and expansive network of providers across the U.S., including independent eye doctors and national/regional retail setting providers like LensCrafters®, Pearle Vision® and Target Optical®. EyeMed's client family is over nearly 20,000 strong and counts more than 60 million funded benefit members.

## What do my *SightProtect* benefits cover?

*SightProtect* benefits may vary. Check with your Human Resource department or [log in to Member Web](#) to view your benefit summary.

## How do I use their *SightProtect* benefits?

Using *SightProtect* benefits at an in-network provider is easy:

1. Find an in-network eye doctor by visiting [eyemed.com/sightprotect](http://eyemed.com/sightprotect).
2. Click the link to "Find a Safety Provider."
3. Schedule an appointment. Tip: With many providers, you can do it online!
4. Tell the provider you have *SightProtect* at the time of your appointment.

The provider's staff will do the rest! You will only pay for any fees indicated. Your provider will supply you with these amounts.

## Can I use my *SightProtect* benefits online?

Currently, *SightProtect* benefits are only available to use at a participating Independent Eye Care Professional or Retail location. To find a *SightProtect* provider near you, visit our [provider locator](#).

## How do I log in to Member Web to view my *SightProtect* benefits?

1. Go to [Member Web](#).
2. Click 'SIGN IN' or 'Need to Register?'
3. To register, you can enter your First Name, Last Name, Date of Birth (MM/DD/YYYY) and MemberID or the Last 4 of your SSN.

Having trouble finding your Member ID #? Contact your HR representative or call 866-798-9192.

## How do I find my Member ID?

Contact your HR Administrator or call (866) 798-9192.

## How do I find a provider who accepts *SightProtect*?

[Visit our \*SightProtect\* Provider locator](#) and search for an in-network provider near you, or call our Customer Care Center at 866-798-9192 and use our automated voice response system to speak with a representative.

## Can we use any provider in the network?

Yes, any practice that participates as an in-network *SightProtect* provider may be used. To find an in-network eye doctor:

1. Visit [eyemed.com/sightprotect](https://eyemed.com/sightprotect).
2. Click the link to "Find a Safety Provider."

## Will the providers offer evening and weekend hours?

Yes, some providers in the network feature evening and weekend hours, including Sundays. Please verify with the particular provider location before visiting to ensure available days and times.

## What frames and lenses are part of the *SightProtect* program?

Frame and lens options may vary depending on benefits chosen by your employer. Check with your employer or Human Resource department or log in to [Member Web](#) to view your benefit summary or call 866-798-9192.

## Will there be frames available at the eye care providers' offices?

Yes, each office will have a kit of frames. Kit samples will vary depending on the location you visit.

## Can I preview frames anywhere before I go into the provider's office?

Yes, each provider's frame collection can be viewed on [eyemed.com/sightprotect](https://eyemed.com/sightprotect).

1. Visit [eyemed.com/sightprotect](https://eyemed.com/sightprotect).
2. Click on "Find a Provider."
3. Access the frame catalogs sorted by provider on this page.

## What if a frame has been discontinued?

You will be notified via your provider if a frame is backordered or unavailable. If this occurs, you will need to select an alternative frame.

## If I'm not on the *EyeMed* network, how will I receive access to their system?

1. Go to [Member Web](#).
2. Click 'SIGN IN' or 'Need to Register?'
3. To register, you can enter your First Name, Last Name, Date of Birth (MM/DD/YYYY) and MemberID or the Last 4 of your SSN.

Having trouble finding your Member ID #? Contact your HR representative or call 866-798-9192.

## How do I get an ID card or extra cards?

With the *SightProtect* program, you do not need an ID card. When you visit an in-network *SightProtect* [provider](#), let them know your Member ID and that you are with *SightProtect*. They will take it from there! If you would like to print an ID card, you can:

1. Go to [Member Web](#).
2. Click 'SIGN IN' or 'Need to Register?'
3. To register, they can either enter their First Name, Last Name, Date of Birth (MM/DD/YYYY) and Member ID or the Last 4 numbers of their SSN.

Having trouble finding Member ID #? Contact your HR representative or call 866-798-9192.

## How do I submit a reimbursement claim?

When you visit one of our in-network *SightProtect* eye doctors, you won't have to. We take care of all the paperwork.

## Is there an exam reimbursement?

Exams are not part of the *SightProtect* program. You will need to utilize your standard vision plan.

## How do I check the status of a claim?

If you visited an in-network *SightProtect* eye doctor, you don't need to. We work with the provider directly.

## How are payments handled?

The provider will collect payment at time of service for any out of pocket charges that are not covered by your employer/benefit.

## What is the warranty on your safety glasses?

Refer to "SightProtect website" or PDF?

## How are warranty claims handed?

Providers will handle all warranty and remake claims. You should go back to the original office where you purchased your safety prescription glasses.

## Can I apply FSA funds to out-of-pocket costs after my SightProtect benefits are applied?

Yes. You can use your Flexible Spending Account (FSA) to pay for a variety of health-related out-of-pocket expenses, including those associated with ancillary services and materials. Money from the FSA can be applied toward the eye exam copay, out-of-pocket costs for prescription glasses or contact lenses (including upgrades), and supplies such as contact lens solution. You can even use FSA funds for LASIK surgery.

*\*Publication 969 (2018), Health Savings Accounts and Other Tax-Favored Health Plans. Internal Revenue Service, <https://www.irs.gov/>. Accessed March 2020.*