



DavisVision[®]

by  **VersantHealth**[®]

Frequently Asked Questions

Where can I locate a provider and how do I tell what type of services the office offers?

By using the member web portal or mobile application, you can locate a participating provider and identify the services the offices perform. The provider locate tool will indicate whether an office is a full-service location (performs examination and eyeglasses and/or contacts), material only location (eyeglasses and/or contact lenses) or an examination only location. Additionally, you can contact the member service center at 1-800-999-5431.

How can I verify my coverage and covered benefits?

Members can access the member web portal or mobile application. Upon creating an account, members can verify eligibility and covered benefits. Additionally, the provider will assist with covered available benefits and options based on what the plan covers.

How do I access my benefits utilizing an online provider?

Members must log into the online providers site (Befitting.com, Glasses.com and 1800Contacts.com) upon creating an account, the coverage for that member will display on the online providers site.

How can I ensure that my provider applies the correct coverage option, between my two benefit plans, Independence Enhanced Vision Plan Primary & Independence Standard Vision Plan?

When seeking services from a participating provider location, advise the provider you have more than one vision plan. Your "Independence Enhanced Vision Plan Primary" is the main plan that should be utilized, if eligible for services. When utilizing this plan, you will have a \$270 frame allowance, \$0 copay for an exam, and a \$20 copay for lenses.

If utilizing the Independence Standard Plan, you will have a \$65 frame allowance and a copay of \$0-\$60 for an eye exam. The copay amount will be given at the time of service.

Are there differences in the benefit when utilizing a retail location versus an independent provider office?

While we strive to achieve consistency among benefits at all participating locations, there can be minor differences such as:

1. Independent providers office offers the Davis Vision Exclusive collection of frames. Members can take advantage of a covered in full frame or at little to no out of pocket cost when choosing from the collection. The Davis Vision Exclusive frames and contact lens collections are not available at retail or online locations.
2. Additional discounts on overages may not be available at all retail locations. Verify prior to seeking services.

How do I get the most out of my Vision benefits?

By utilizing a participating provider for your examination, eyeglasses or contact lenses services you will get the most out of your vision benefits. Your plan offers low fixed out of pocket costs, giving you the ability to estimate your out of pocket cost before receiving services at the office.

We also encourage you to take a look at the Davis Vision Exclusive Collection of frames. There are over 220 frames available for no more than a copay – and sometimes for no additional cost. In order to keep frames fresh and up-to-date with the latest fashion trends, the Exclusive Collection is refreshed annually. Additionally, all frames include a one-year breakage warranty and can be found at thousands of independent provider offices across the country.

What information will my eye doctor need?

When scheduling your appointment with an in-network eye care professional, it's best to have your member number so they can quickly verify eligibility. However, you can also use the policy holder's first/last name and the state in which they live.

What if my glasses break?

All Exclusive Collection frames – available at thousands of participating independent provider locations nationwide – and spectacle lenses made in our laboratories are warranted against breakage for one (1) year from the original date of dispensing.

Warranties for retailers vary by location. Consult the retailer for their specific warranty details.

For member benefit highlights or ID cards, contact Independence Blue Cross at **1 (888) 393-2583**.