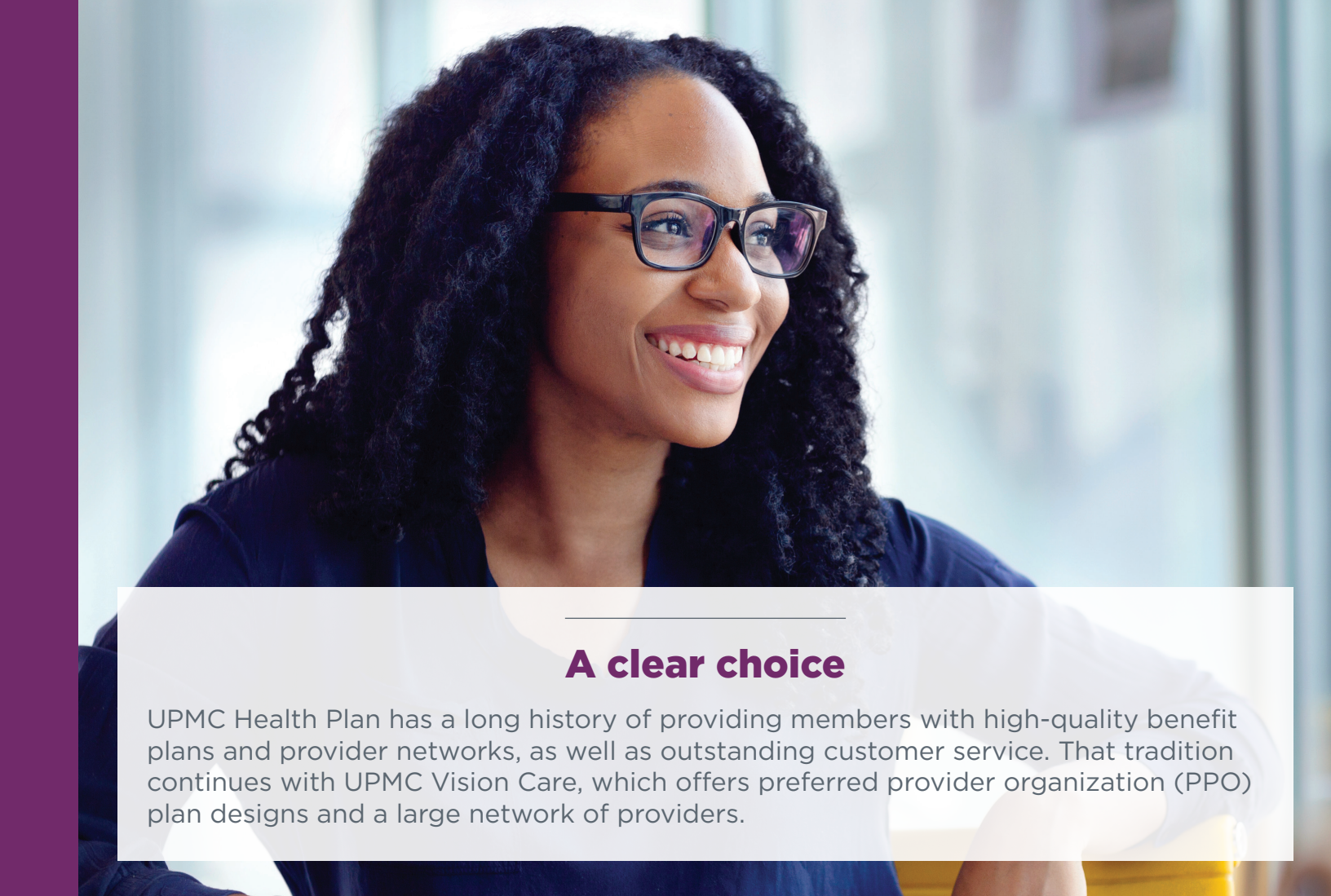




**UPMC Vision Care**

UPMC Vision Care

UPMC HEALTH PLAN



## A clear choice

UPMC Health Plan has a long history of providing members with high-quality benefit plans and provider networks, as well as outstanding customer service. That tradition continues with UPMC Vision Care, which offers preferred provider organization (PPO) plan designs and a large network of providers.

Vision care plays a large part in maintaining your overall health. Many diseases, such as high blood pressure and diabetes, can be detected during a routine eye exam.

With UPMC Vision Care coverage, you can receive high-quality care for your eyes.

UPMC Vision Care is administered by National Vision Administrators (NVA®). It provides comprehensive benefits and access to a vast network of eye doctors and eye care facilities. As a member, you can also get discounts on products and services.

We hope that having coverage through UPMC Vision Care gives you peace of mind.

### Plan highlights

- You have access to outstanding customer service from our Health Care Concierge team. Members of the team are dedicated to quickly answering questions your about vision benefits, as well as your medical, UPMC Dental Advantage, and UPMC Consumer Advantage benefits (if applicable).
- You can log in to our secure member website, MyHealth OnLine, to quickly access your vision benefits and other insurance information. MyHealth OnLine makes it easy to view information about all the plans you may have, including UPMC Dental Advantage, UPMC Consumer Advantage, and any of our medical plans.

- You will receive a discount\* through the NVA EYEESSENTIAL™ Plan. This discount is for exams, lenses, additional lens options, frames, and contact lenses.
- You have access to a mail-order service for your contact lenses (if applicable).

### Using your benefits

With UPMC Vision Care, you may receive:\*\*

- Discounted rates for various products or services when you use a participating provider. This includes lenses, frames, frame add-ons, contact lenses, and additional exams.
- A separate benefit allowance for a contact lens evaluation.
- The option to select contact lenses instead of glasses.

*\*Some restrictions may apply. Please refer to your plan documents for an exact description of your benefits.*

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## Frequently asked questions

**Q: Where can I find vision providers who participate in the UPMC Vision Care network?**

A: To find a participating provider, visit [www.upmchealthplan.com](http://www.upmchealthplan.com) and log in to MyHealth OnLine. Click on Doctor on the left side of the page, then select Vision. You can search by ZIP code or state (plus the city or provider's name). You can also call us toll-free at 1-844-252-0687 and we will help you find a provider.

**Q: What if my provider is not in the UPMC Vision Care network?**

A: UPMC Vision Care offers coverage for out-of-network care. However, you will have reduced coinsurance, and your provider may bill you for the difference between his or her charge and the amount paid by the plan. To receive the maximum reimbursement, we strongly suggest that you select a participating provider for all your vision services. You can also ask your provider to join the UPMC Vision Care network.

**Q: How can my provider join the UPMC Vision Care network?**

A: Your provider should call National Vision Administrators at 1-877-262-7870.

**Q: How can I review my vision benefits and claims?**

A: You can review your information by visiting [www.upmchealthplan.com](http://www.upmchealthplan.com) and following this path: MyHealth OnLine > Coverage and Benefits > Your Benefits > UPMC Vision Care Eligibility and Claims.

**Q: Will I be required to select frames from the eye care store displays?**

A: Depending on your plan, you may not be limited to a specific selection of frames. However, you should refer to your plan documents for details.

**Q: If I live or work outside Pennsylvania, can I still receive services through UPMC Vision Care?**

A: Yes. UPMC Vision Care offers coverage through our national network for members who live or travel outside Pennsylvania. To find a provider in our national network, visit [www.upmchealthplan.com](http://www.upmchealthplan.com), log in to MyHealth OnLine, click on Doctor on the left side of the page, then select Vision.

**Q: Do I need a member ID card to use my vision benefits?**

A: UPMC Vision Care member ID cards are not required for treatment. However, if you would like to have a card, you can print one by visiting [www.upmchealthplan.com](http://www.upmchealthplan.com), logging in to MyHealth OnLine, and following these steps:

- Select Self-Service Tools on the left side of the page.
- Select Self-Service Tools.
- Click "I want to print ..."
- Click "A temporary member ID card."
- Under Card Type, select Vision.
- Select the name of the member for whom you would like to print an ID card.

## Nondiscrimination Notice

UPMC Health Plan<sup>1</sup> complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression. UPMC Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

UPMC Health Plan:

- Provides free aids and services to people with disabilities so that they can communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact the Member Services phone number listed on the back of your member ID card.

If you believe that UPMC Health Plan has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression, you can file a complaint with:

Complaints and Grievances  
PO Box 2939  
Pittsburgh, PA 15230-2939

Phone: 1-888-876-2756 (TTY: 1-800-361-2629)  
Fax: 1-412-454-7920  
Email: HealthPlanCompliance@upmc.edu

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019. TTY/TDD users should call 1-800-537-7697.

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

<sup>1</sup>UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

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