



## Vision Coverage Quick Guide Certified Enrollers

### Covered California's Pathway to Vision Coverage – EyeMed and Vision Service Plan (VSP)

Covered California has partnered with EyeMed and VSP® Vision Care to offer an optional vision coverage pathway. Consumers can shop for EyeMed and VSP® Vision Care benefits via the [Covered California vision page](#).

While adult vision care is important for Covered California members, it is not an essential health benefit under the Affordable Care Act and eligibility and enrollment is handled directly through the vision carrier. *Vision services for children are an essential health benefit and are included in all health plans purchased through Covered California.*

Enrollment in vision plans is available year-round —both during and outside of the Open Enrollment Period.

### Covered California EyeMed Vision Coverage

View the [EyeMed Summary of Benefits handout](#) that details the three individual vision plans offered to Covered California consumers, including In-Network and Out-of-Network options:

- Bright Vision Benefits Plan
- Bold Vision Benefits Plan
- Healthy Vision Benefits Plan

### Consumers must contact EyeMed directly for any EyeMed-related questions

**Phone Number** - 844-225-3107 for the following:

- Consumer enrollment
- EyeMed account issues
- Provider or plan information
- Designation of Agent of Record
  - Consumer must first contact billing or claims
  - Request HIPAA form
  - Complete and return HIPAA form

### Benefits and Provider Questions

Monday – Saturday, 4:30 a.m. to 8 p.m. PST

Sunday, 8:00 a.m. to 5:00 p.m. PST

### Billing and Policy Change Questions

Monday – Friday, 5:00 a.m. to 6:00 p.m. PST

### Covered California VSP Vision Coverage

Overview of the full service plan offered by VSP to Covered California consumers:

- \$15 exam copay/\$25 glasses copay
- Single vision, lined bifocal, or lined trifocal lenses when glasses are selected versus contact lenses
- \$120 frame allowance or contact lens allowance
- Contact lens - the fitting and evaluation is fully covered with no copay, allowing members to use their full allowance toward the purchase of contacts

**Consumers must contact VSP directly for any VSP related questions:**

**Phone Number:** 800-410-1857 for the following:

- Consumer requests Agent of Record – request must be in writing
- Consumer enrollment or VSP account issues

### VSP Consumer Service Center Hours

Monday - Friday, 5:00 a.m. to 8:00 p.m. PST

Saturday, 7:00 a.m. to 8:00 p.m. PST

Sunday, 7:00 a.m. to 7:00 p.m. PST

