



Helping you along your journey

Where can I find my benefit options?

Once you enroll and your plan becomes effective, the easiest way to find your benefit information is to create a member account on **AetnaVision.com**. You can also download the Aetna VisionSM Preferred App (App Store or Google Play).

Does Aetna Vision offer any extra discounts?

We sure do. At network providers, you can get up to 40 percent off an extra pair of eyeglasses. You also get 20 percent off non-prescription sunglasses and accessories. And there are also discounts on LASIK laser vision correction. Aetna Vision Preferred members also have access to exclusive special offers. You can combine some of them with your insurance benefits.

Can I use my benefits online?

Yes. We offer online shopping through these participating providers:

- **Lenscrafters.com**
- **TargetOptical.com**
- **Ray-Ban.com**
- **Glasses.com**
- **ContactsDirect.com**
- **CVS.com/optical**

Your benefits are automatically applied at checkout. We make it easy and convenient for you.

Can I get the same kind of care with a retail provider as I can with an independent doctor?

Yes. All our providers, wherever they practice, must meet the same state licensing and credentialing requirements. We ensure the credentials of each network eye doctor are thoroughly checked and verified. We want you to know you're getting access to qualified eye doctors.

How do I use my benefits?

At Aetna, we're all about easy. Just choose a network eye doctor from our Provider Search. Then set up your visit and go in for care or eyewear. You don't even need your ID card — just give them your name and birthday. When you stay in network, we handle all the paperwork.

Member how-to tips

How do I find an eye doctor in my network?

The Provider Search tool at **AetnaVision.com** and the Aetna Vision Preferred App has thousands of network eye doctors to choose from. Filter your search to find ones near you with the brands, hours and services you most want.

How do I get on-the-go access?

The Aetna Vision Preferred App can do almost everything the member website can.

- Find an eye doctor
- Find special offers
- Set up an appointment
- Show your ID card
- Review your benefits
- Store your vision prescriptions
- Check claims
- Set exam reminders

Download it through the App Store or Google Play.

How do I submit an out-of-network claim?

Submitting a claim is easy. Simply log in and submit it online. Need an out-of-network claim form? Just log in to get one.

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

If you lose your card or need extras, go to **AetnaVision.com**. From there you can print a replacement, or use your digital ID on the App. Here's a tip: You don't even need the card when you visit your eye doctor.



Vision and your health

I don't wear glasses and can see fine. Do I still need an eye exam?

Getting an eye exam isn't just about needing glasses. It's also about your health. An eye exam can detect eye health problems like glaucoma or cataracts. It can also help identify early signs of serious diseases, like high blood pressure, diabetes and high cholesterol.

How often should I get an eye exam?

Vision changes can happen slowly. You may not even notice them. Annual eye exams are a good rule of thumb unless your doctor recommends more frequent checks. We suggest making it part of your regular preventive care routine.

At what age should my child first visit the eye doctor?

The American Optometric Association recommends a first eye exam between six months and one year of age. The doctor may check for:

- Nearsightedness
- Proper eye movement and eye alignment
- Farsightedness
- How the eyes react to light and darkness
- Astigmatism
- Amblyopia (or "lazy eye")

They also suggest an exam between the ages of three and five, and every year after that.

My child gets a vision screening at school, so there's no need for an eye exam, right?

A vision screening does not take the place of a comprehensive eye exam. School screenings generally check for color blindness and if your child can see far away. A comprehensive exam will look at the entire structure of the eye.

Policies and plans are insured and/or administered by Aetna Life Insurance Company (Aetna). Certain claims administration services are provided by First American Administrators, Inc. and certain network administration services are provided through EyeMed Vision Care ("EyeMed"), LLC. Apple® and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store® is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

Aetna.com

©2022 Aetna Inc.
1619602-01-01 (11/22)

