



Important Tips Regarding Your Vision Benefits!

Accessing Your Benefits

- Our goal is to make using your benefits as easy and trouble-free as possible. Login as a current Member on our website www.AlwaysCareBenefits.com to search for the most up-to-date listing of AlwaysVision Providers in your area, view benefits, view status of your claims, print ID cards, order contact lenses, and access other forms and documents. If you do not have access to the internet, please call our Customer Service Representatives toll free at **1-888-729-5433, Ext. 2013**.
- We encourage you to submit names and addresses of vision providers not listed on our website whom you would like us to contact. We will begin recruiting them as an in-network provider immediately.
- When scheduling your appointment, identify yourself as an AlwaysVision - Starmount Member."
- If your Provider requests your "employer's name," please provide the "Corporate Employer's Name" listed on your ID card.
- If visiting a **Costco Optical location** for material purchases, call our Customer Service Department **prior** to your visit to obtain benefit information. Costco Optical locations require payment in full at the time of purchase. A detailed receipt and vision claim form may be faxed, mailed or emailed to AlwaysCare Benefits and reimbursement will be made based on your policy's in-network allowance schedule.
- For any questions, your Provider should contact our Customer Service Department. We will work directly with you and your Provider.



What is included in my eye exam?

Your vision exam benefit entitles you to a comprehensive eye exam of principal vision functions including, but not limited to, case history, examination for pathology or anomalies, job visual analysis, refraction, visual field testing and tonometry, if indicated.

Can I purchase both eyeglasses and contact lenses?

Contact lenses may be selected in lieu of frames and eyeglass lenses. However, your plan will not cover both in one benefit year.

What are "Medically Necessary" contacts?

The vast majority of contact lens purchases are considered "elective," since most people can elect glasses or contacts. Contact lenses are considered "Medically Necessary" when your Provider has determined that contact lenses are optically necessary to correct visual function and glasses are not an option. Purchase of "Medically Necessary" contacts must be approved in advance by AlwaysCare.

Are specialty glasses or lenses covered by my benefits?

Material upgrades like polycarbonate lenses, transition lenses, tinting and others are not covered benefits, although discounts may be available. Safety eyewear is not covered.

Do I have to purchase my contacts from my doctor?

AlwaysCare Members can [purchase contact lenses online](#) at exceptional prices. Members may use their available vision benefits to help pay for their purchases. Visit our website www.AlwaysCareBenefits.com to order today!



How may I use my contact allowance?

Your plan allowance for the purchase of contact lenses has 2 components: a fitting service (which is completed by your eye doctor), and the contact lenses you purchase. You may apply your plan allowance to either or both of these components. Many providers (including Wal-Mart, Sam's Club, For Eyes Optical, and others) assign a portion of your plan allowance toward the fitting service. This portion is then deducted (along with any applicable plan co-pay) from the amount your plan will pay toward contact lens materials. If you have not had a fitting service, please remind your provider so they can help you understand your benefits and out-of-pocket costs.

Are there any frame or contact lens restrictions?

You may select any frames or contact lenses offered by the Provider, and AlwaysCare will pay up to the plan allowance. Choose the frame that fits your style and personality! Members also have the flexibility to see any vision provider and purchase materials at any location they choose.