

Answers to Some Frequently Asked Questions

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What is covered in a comprehensive eye exam?

Some of the tests and procedures performed in a comprehensive eye exam include:

- Case history
- Evaluation of visual system's status (including dilation)
- Refractive status
- Binocular function
- Assessment, diagnosis and treatment plan

Are contact lens fitting fees included in the vision exam?

Professional contact lens fitting fees are not considered a part of routine eye care and are not included in the vision exam. Plan coverage and discounts vary so members should refer to their specific plan design for details. Members can view their specific vision coverage by signing into the secure member portal and selecting View Vision, Vision Benefit Details and then My Benefits.

What is the difference between standard and premium contact lens fit and follow-up?

Your eye doctor will determine what type of contact lens is best for you. In general, contact lens evaluation fees are based on the type of contact lens the doctor prescribes.

Standard contact lenses are considered to be single vision, clear, soft, and for daily wear. If you are prescribed standard contact lenses, your eye doctor will perform a **standard fitting with follow up evaluation**.

If the contact lens your eye doctor prescribes for you does not fall into the category of a standard contact lens, it is considered to be a **premium contact lens**. Premium contact lenses are basically more complex types of lenses and include but are not limited to toric (to correct astigmatism), multifocal/monovision (bifocal), post-surgical (for example, following cataract surgery), gas permeable (hard), and those used for extended/overnight wear. If you are prescribed premium contact lenses, your eye doctor will perform a **premium fitting with follow up evaluation**.

When would an eye care provider charge for contact lens fit and follow-up?

You will likely pay for a contact lens fitting and follow-up evaluation if any of the following apply:

- If you are going to be wearing contact lenses for the first time
- If you are renewing your contact lens prescription
- If you have a change in your contact lens prescription
- If you are going to change to a different type or brand of contact lenses
- If you are a contact lens wearer and are seeing a new eye doctor for the first time

What is the difference between elective and non-elective contact lenses?

Doctors prescribe **Elective contact lenses** when there is no natural condition that prevents good vision with glasses. Typically, in this case, patients have a choice of wearing glasses or contacts, and contacts are considered cosmetic because they are mainly used for cosmetic purposes.

Doctors prescribe **Non-elective contact lenses** for purposes of correcting a specific natural condition that prevents satisfactory vision with eyeglasses. They are considered non-elective because they allow the wearer to see better with contacts than with glasses.

What is the difference between conventional and disposable contacts?

Conventional contact lenses are worn for one day during waking hours (daily wear) and then removed, cleaned, stored overnight, and **reused** the next day. In some cases, specially approved lenses can be worn to sleep but must be removed according to the doctor's instructions.

Disposable contact lenses are made for either daily (one time) use or longer term (extended wear). If the patient wears one-day lenses, they can be **thrown away**, rather than having to clean, store and then reuse the same lenses. They are then replaced with fresh new lenses.

Are disposable contact lenses covered?

Disposable or daily wear contact lenses are covered under plans that include benefits for eyewear materials.

Can I purchase contact lenses and glasses?

Yes. Under your UniView Vision benefits, you have coverage for both eyeglass lenses and contact lenses at any UniView Vision in network provider. Members also can save 15%- 40% off retail on additional purchases of eyewear through UniView Vision providers.



Does UniView Vision cover non-prescription items like sunglasses?

Non-prescription items are not covered benefits under our vision plans, however our Additional Savings Program lets members access substantial savings (15%-40%) on additional pairs of eyewear purchases, most non-prescription sunglasses, lens treatments, specialized lenses and eyewear accessories through UniView Vision network providers.

Does UniView Vision cover Lasik surgery?

Lasik surgery is not a covered benefit, however discount offers on Lasik surgery are available from participating providers through UniCare's SpecialOffers program. Other discounts on a variety of products and services are also available through SpecialOffers, including savings from 1-800 Contacts and Glasses.com.

Do I have to use UniView Vision providers?

By utilizing the national UniView Vision network, your benefits will stretch further because of negotiated fees with more than 33,000 doctors and over 26,000 provider locations. In-network providers extend discounts on many non-covered items. If for any reason you still prefer to go to an out-of-network provider, you can use your out-of-network benefits to get reimbursed up to the maximum out-of-network benefit covered by your plan.

Will I need to file a claim?

If you use a UniView Vision network provider, you do not need to file a claim. The provider will file the claim on your behalf. If you use an out-of-network provider, you will need to pay the provider at the time of service, obtain an itemized receipt for your expenses, and then submit a claim to UniView Vision for reimbursement of eligible services and/or materials. To obtain a UniView Vision out-of-network claim form, visit our website or contact customer service.

Have other questions?

Give us a call! We're here to help 7 days a week.

*Remember...
UniView Vision
participating
providers offer
money saving
discounts!*

CUSTOMER SERVICE

Phone:

(888) 884-8428

Hours:

Monday – Saturday
7:30 a.m. to
11:00 p.m. EST

Sunday 11:00 a.m. to
8:00 p.m. EST

Available every day
except Easter,
Thanksgiving and
Christmas

Discounts referenced are not covered benefits under the plan and are subject to change without notice. Laws in some states may prohibit network providers from discounting products and services that are not covered benefits under the plan.

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