Mobile Device Member App FAQs SAM

Getting started with the app

How do I find and download the app?
Log into the Apple iTunes site or App Store and search for "EyeMed Members." Download it as you would any other app.

Is there a charge to download the app?
No, the app is free.

Do you have to be an EyeMed member to use the mobile app?
The provider locator and commonly asked questions app features are accessible by guests who don't have a member ID. An EyeMed member ID number is required to access the View Benefits and ID Cards features.

What devices will the app work on?
The app is available for iPhone®, iPad® and iPod touch® users right now. The app requires iOS 6.1 or later version, works for iPhone4 and iPhone4S, is optimized for iPhone 5 and works with iPod Touch 4th generation version and later. We're planning to make it available for Android in the future. BlackBerry is not currently being considered.

Do I need a user ID and password to access the app? How do I find my password? I don't have my member ID# so how do I log in?
If you have your EyeMed ID card handy, you can find your ID number there. Or, you can call us at 1.866.939.3633 to request your EyeMed ID number.

Can I store my ID card in the app for future use?
Yes, select "View Benefits" and click on the image of the ID card in the top left. This card is stored inside the app so that even if you are not connected to the internet or the network is unavailable, you can still open the app to access your ID card.

Does the app collect any information about me and send it back to EyeMed?
At this time, the only information collected is the device where the app is installed. This is required to be able to push updates to users when we have future enhancements to the app.

App features: See/Find/Do

What happens if I download the app, but choose not to register on the app? Can I still view any benefits information?
If you don't register you'll still be able to access the provider locator and common questions, but you won't be able to view your benefits or if you're eligible to use them. If you've already registered to use the member information area on our main eyemed.com site or eyemed.com mobile member site, you can use the same login credentials for the app.

What can members do through the app?
- Find a network provider near their current location or enter a zip code, then map it and get driving directions
- View their member ID card (and store it in the app for future use)
- View current benefits eligibility and in-network benefit details
- Get answers to commonly asked questions
- Contact EyeMed

How do I view benefits and eligibility for dependents?
Select "View Benefits" and click "Change." Select the appropriate dependent from the drop down. Information is displayed only for dependents 18 and younger.

If a member is part of the EyeMed discount program, can they see available discounts on the app?
Yes, if the discount is part of an EyeMed plan.

Does the app display additional discounts?
No. Any discounts that are not part of a member's funded plan can be found by logging in on the main eyemed.com website.

Can I check the status of my claims using the mobile app?
No, but if the member used their benefits at an in-network provider, they should not need to check the status as we work with the provider directly. If the member files an out-of-network claim, they should contact customer care at 1.866.939.3633.

Can I get an Out of Network claim form through the app?
No, the member should visit eyemed.com to download a form or call our Customer Care Center, 1.866.939.3633.

If I see the member is eligible according to the mobile app, can the provider skip the authorization process?
No. You'll still want to get an authorization for the member to make sure he or she is eligible, and to view the details of available benefits. Remember, neither eligibility nor authorizations guarantee payment.

Does the eligibility information that is displayed guarantee that a claim will be paid?
The eligibility is correct at the time it's pulled up through the app. However, eligibility and authorizations don't guarantee claim payment.

Differences between app and EyeMed member websites

What is the difference between visiting the eyemed.com website from a computer and mobile device?
On the main site (eyemed.com) the member has access to the full range of information and services. The mobile site is streamlined and takes the user directly to the most commonly used tools such as finding a provider or viewing benefits.

Does the provider listing show all of the same information as what's on the website (e.g., smart locator)?
Phase 1 of the app shows you a list of nearby providers and allows you to map them, get driving directions and call a location. The provider listing does not show all of the details available on our full website, though we do plan to add all of these designations in a future enhancement.

Even if the member has the mobile app, can they still visit the full eyemed.com member site from my mobile device?
Yes, they can do either!

General app background

Why did you create an app?
We continue to focus on our members' experience when using their benefits. With the app, we're making even easier for members who are on-the-go with their mobile devices to quickly know what vision benefits they are eligible for, locate a network provider and access their ID Card information when they need it.

You claim this is the first vision benefits app in the industry. What are you basing that on?
Yes, ours is the first among a managed vision benefits company in the U.S. Other MVCs have traditional websites where members can access benefit information, or websites that are optimized for mobile use, but not an app designed specifically for mobile devices.