WELCOME TO EYEMED

Vision benefits for every set of eyes

State of New Mexico
January 1 – December 31, 2023

An eye on your health: Comprehensive eye exams

An eye exam can be one of the first places to detect some serious eye and health conditions – like high blood pressure, high cholesterol and diabetes. Eye exams are essential for kids also, since vision issues can seriously impact a child's ability to learn.

And because you have EyeMed, your family can see eye doctors who offer the latest in digital exam technology and retinal imaging, giving them the best look into your eyesight.

The routine wellness exam includes:

- Dilation (if needed)
- Case history
- Patient observation
- Clinical diagnostic testing, including binocular function
- Refractive status
- Color vision testing
- Stereopsis testing
- Assessment, diagnosis and treatment plan

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We've got you covered:
Your vision benefits at-a-glance

Comprehensive eye exam every 12 months,
covered with $10 copay – PLUS…

$150 frame allowance
every 24 months

$15 lens copay plus
fixed pricing on options,
every 12 months

$150 contact lens
allowance, with coverage
for fit and follow-up
every 12 months

More than 500 of frames are covered under your allowance, on average, at each location.

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Enjoy more extras:
Member-only savings & discounts

40% off
additional pair of prescription glasses*

15% off
standard LASIK prices or 5% off the promotional price**

20% off
any remaining balance over the frame allowance

15% off
any balance over the conventional contact lens allowance

20% off
any non-covered items, including non-prescription sunglasses

40% off
hearing exams and discounted, set pricing on hearing aids

*At any in-network provider location, at any time once your funded benefits are exhausted.
** With US Laser Network, call 1-800-988-4221

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A few more benefit basics

Your frequency is based on the calendar year
If you receive an exam today, you are eligible again January 1, each year.

Contacts are in lieu of lenses only
Which means you are entitled to a full pair of glasses (frame & lenses) OR contacts and frames (you would then receive a 20% discount on your lenses).

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Vision care savings with EyeMed

71% overall savings vs. retail pricing*

	Retail cost	Member cost with SoNM benefits	Member cost Out-of-network
Exam and eyeglass purchase with single vision lenses	$647	***$135***	$451
Exam and eyeglass purchase with progressive lenses	$795	***$241***	$635
Exam, CL fitting and contact lens purchase	$480	***$120***	$295

*Based on weighted average of sample transactions; retail cost based on industry averages, 2019. SoNM benefits applied; actual savings will depend on benefits, as well as provider, frame and lens selections.
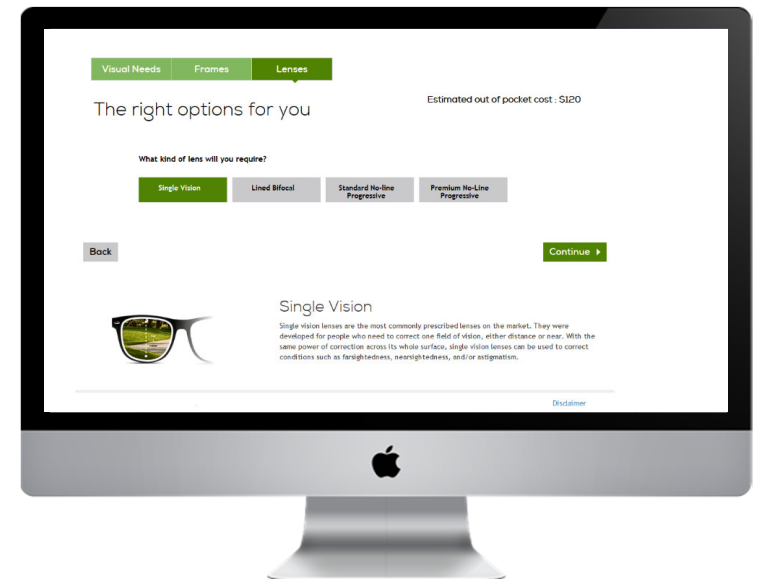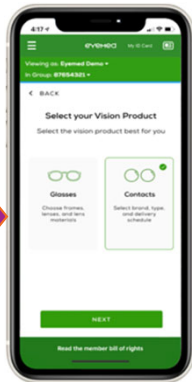
Know Before You Go

Our transparency tool lets you estimate your costs upfront:

- Members choose anticipated services and products

- Easy-to-understand explanations of differing types of frames, lenses, add-ons and contacts are included

- They see their plan-specific estimated out-of-pocket cost total (if any)

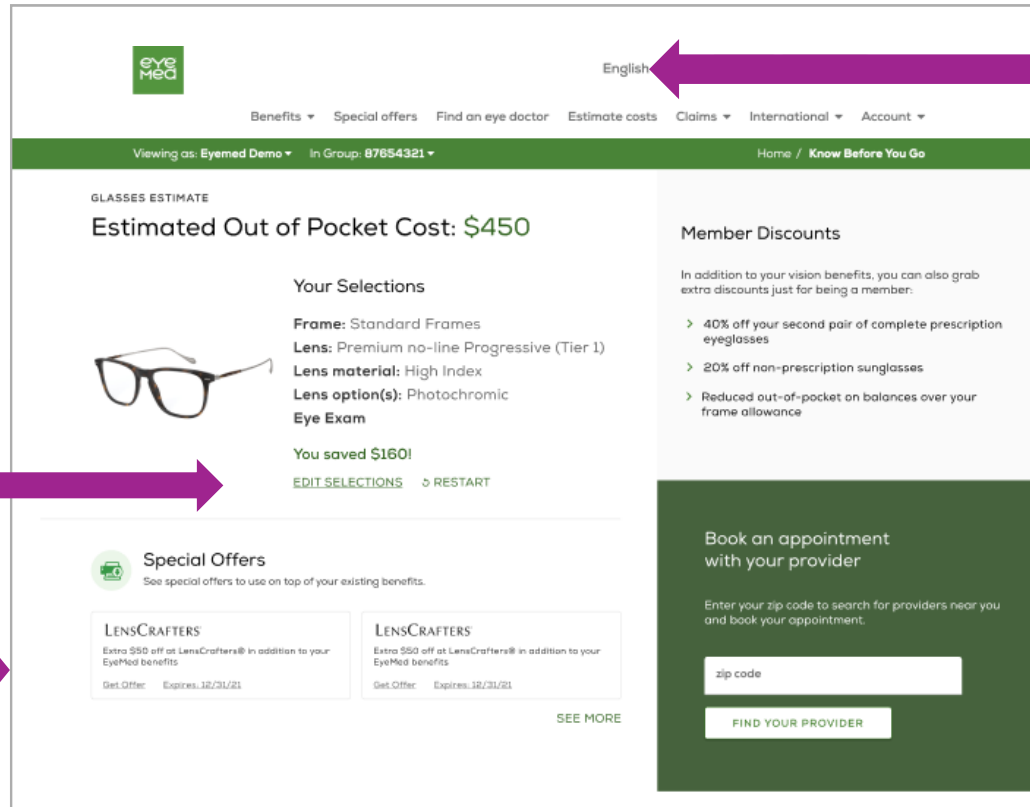- Login at member.eyemedvisioncare.com/sonm to get started

Know Before You Go updates

Mobile friendly:
Responsive design adapts to any device

Easy editing:
Ability to edit choices or restart; image changes based on your selection

Special offers integration:
Highlights top 2 offers in groups' offers package

English and Spanish:
Toggle languages between English and Spanish

Enhanced Provider Locator search:
When a member inserts their zip code, they'll be taken to the search results page

Find your best fit

You're on EyeMed's Insight network, so you've got choices — lots of them

More than 397 provider access points at 151 locations, including:

INDEPENDENT PROVIDER NETWORK **+** LENSCRAFTERS PEARLE VISION OPTICAL

Plus, your local retailers:
Eye Associates of America, America's Best and Eyeglass World

Plus, online options:

LENSCRAFTERS OPTICAL Ray-Ban GLASSES.COM contactsdirect

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How to find an eye doctor

Use the Enhanced Provider Search
on
member.eyemedvisioncare.com/sonm

Download and use the EyeMed Members App
(available in the App Store or Google Play)

Check the listing of the closest
eye doctors from your Welcome Kit (you'll
get this after you enroll)

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Your member tools

You received a Welcome Kit at the initial enrollment detailing your vision benefits and the closest eye doctors.

And using your benefits couldn't be easier with access to two convenient digital tools – plus support from EyeMed's award-winning Customer Care Center.[1]

Call us: **866.800.5457**

Or

EyeMed Members App

- Pull up ID card and add to your wallet (for iOS only)

- See benefit details

- Find an eye doctor and get detailed directions

- Load and save prescriptions

- Access special offers on vision products and services

member.eyemedvisioncare.com/sonm

- View benefits and eligibility status*

- Download ID cards and EOBs

- Find an eye doctor

- Schedule your eye exam

- Check claim status

- Download out-of-network claim form

- Get special offers

1 Purdue University Benchmark Portal independent assessment of call centers nationwide
*Due to HIPAA regulations, members will not be able to view dependents over the age of 18

Introducing Mobile chat

1. Call **866.723.0596** from your mobile device

2. When you hear, "Do you want to find a provider?" **Choose No.**

3. To be connected to a chat agent, **press 1**

4. You'll get a **text message** with a link good for 24 hours

5. **Click the link** and start chatting

Members love mobile chat because….
"Questions are answered right away!'
"Prompt resolution!"
"Chat is simple, quick and helpful."

Connect with a love agent, no a chatbot

Agents are available Mon – Fri From 6am – 7pm MST

We'll quickly get you to the right person

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Thank you!

Enroll today

There's more to love with EyeMed

Learn more at
enroll.eyemed.com