Frequently Asked Questions





Keep up with eye exams and eyewear with Davis Vision.

Flexible benefits that may save you money.

Eye exams Eyewear

Laser vision correction

Vision insurance provides benefits that can be important for you and eligible family members. **Davis Vision by MetLife** coverage includes routine eye exams, glasses, contact fittings, evaluations and lenses, plus a discount on laser vision correction.¹ Recently, Davis Vision became part of the MetLife family of companies. Beginning September 1st, you may see your new Vision benefits referred to as Davis Vision by MetLife

Q. Can I choose my own eye care professional?

DavisVision[®]

By MetLife

A. You can go to any licensed eye care professional. Choose from thousands of participating professionals at private practices or popular retail locations,³ such as Visionworks, MyEyeDr, JCPenney Optical, Shopko, and more. Enjoy lower out-of-pocket costs when visiting a participating vision care provider.

> Or visit online in-network eyewear stores, including Glasses.com, Befitting.com, and 1-800-Contacts.com.

If you choose an out-of-network provider, you will have increased out-of-pocket expenses, pay in full at the time of services, and will need to file a claim with MetLife for reimbursement.

Q. How can I find a participating eye care professional?

A. You can find a participating eye care professional by using the Find a Vision Provider tool at MetLife.com through MyBenefits. Select Find a Vision Provider, choose Davis Vision by MetLife, complete the information requested and hit the Search Now button.

Q. What kinds of frames are available in my plan?

A. Choose the eyewear that's right for you and your budget. Take advantage of a selection of fully covered frames at no additional cost to you, plus get access to the Davis Vision Exclusive Collection, with coverage on designer frames for \$40 or less and a one-year breakage warranty. Even if you don't wear glasses or contacts, regular visits to your eye doctor may **help contribute to your overall health** by potentially catching serious problems, such as diabetes and high blood pressure.²

Q. What should I tell my provider at my next vision care appointment?

A. At your next vision care appointment, remember to inform your provider that your insurance plan is Davis Vision by MetLife. Or simply show your vision provider your digital ID card (available on MyBenefits).

Vision Insurance

Opportunity to minimize your out-of-pocket costs for vision care and eyewear.



Our Davis Vision Exclusive Collection includes 222 designer, fashion and premier frames from brands including FILA, Jones New York, Oscar by Oscar de la Renta and Perry Ellis⁴ with new styles added every year.

Q. What services are covered under my plan?

A. Routine eye exams, frames and contact lenses are available with your plan at competitive group rates.

Your plan also offers lens enhancement options including, but not limited to, polycarbonate (shatter-resistant) lenses, ultraviolet (UV) coating, scratchresistant and anti-reflective coatings, and progressive lenses.

Q. What discounts can I get with my plan?

A. Your plan includes a discount on laser vision correction.² Plus, you can get a hearing exam at no additional cost and a discount up to 40% off hearing aids.⁵

Q. Why do I see MetLife branding in my Davis Vision material?

A. Recently, Davis Vision became part of the MetLife family of companies. You may see your new Vision benefits referred to as Davis Vision by MetLife.

Q. If I'm already enrolled in a vision plan administered by Davis Vision, will there be any changes to my benefits?

A. No. This change is not expected to have a significant impact on your scope of benefits, or vision provider network. Please continue to enjoy your vision benefits and in-network providers as you have in the past. And while the scope of your benefits and provider network remain materially the same, there will be a couple administrative changes.

- Q. What are the administrative changes now that MetLife is the parent company?
- A. Please note these administrative changes, beginning September 1st:
 - Telephone Number: The new telephone number for vision benefits questions is 1-833-EYE-LIFE. NOTE: All previous call center numbers remain operational and will work as well.
 - **MyBenefits:** You will now have access to MetLife's MyBenefits website (<u>www.Mybenefits.Metlife.com</u>), an online location for all your benefit needs, including the Find a Vision Provider tool, claims history and access to a digital ID card.

Q. Who should I call if I have any questions about my Davis Vision benefits?

A. The new telephone number for vision benefits questions is 1-833-EYE-LIFE. NOTE: All previous call center numbers remain operational and will work as well.

Q. How do I access plan information online?

A. After September 1st, securely register on MetLife's MyBenefits website at MyBenefits.MetLife.com to view your claims, print your digital ID card, review information about your plan and more.

Have other questions?

Please call Davis Vision by MetLife directly at **1-833-EYE-LIFE** (1-833-393-5433) and talk with a member services representative.

Q. Do I need an ID card?

A. No. You do not need an ID card to schedule an appointment or receive services. While ID cards aren't required, new ID cards will be available to you through MyBenefits.

When visiting a participating vision provider without an ID card, please be prepared to provide your name and date of birth.

Q. What if my provider is not part of the Davis Vision network?

A. Your plan provides maximum benefits when utilizing providers that participate in the Davis Vision network. However, if you obtain services from a nonparticipating provider, you will be required to pay for your services up front and submit a claim for reimbursement. Outof-network claim forms can be obtained online on the MyBenefits website at MyBenefits.MetLife.com, or by contacting member services at 1-833-EYE-LIFE.

Vision Insurance

Opportunity to minimize your out-of-pocket costs for vision care and eyewear.



Have other questions?

Please call Davis Vision by MetLife directly at **1-833-EYE-LIFE** (1-833-393-5433) and talk with a member services representative.

For more information about your Davis Vision benefits, please refer to the plan summary

1. Laser vision correction services administered by QualSight, LLC. May not be available in all service areas.

- 2. Heiting, OD, Gary. Eye exams: 5 reasons why they are important. All About Vision, January 2022. allaboutvision.com/eye-exam/importance.htm.
- 3. For a list of participating providers, use the Find a Vision Provide tool at MetLife.com. Select Find a Vision Provider, choose Davis Vision by MetLife, complete the information requested and hit the Search Now button.
- 4. All product and company names are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them.
- 5. Hearing services administered by Your Hearing Network. May not be available in all service areas.

MetLife vision benefits are underwritten by Metropolitan Life Insurance Company, New York, NY. Certain claims and network administration services are provided through Davis Vision, Inc. ("Davis Vision"), a New York corporation. Davis Vision is part of the MetLife family of companies. Like most group benefit programs, Davis Vision by MetLife plans contain certain exclusions, exceptions, reductions, limitations, waiting periods and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.

