



## Important information regarding coronavirus:

As we navigate this unprecedented time, the well-being of our members, colleagues and communities is our top priority.

We are committed to helping provide the support and solutions you may need as developments unfold. We are here for you today and in the months ahead when we hope to return to some sense of normalcy.

We encourage everyone, including our employees, to take the following steps to prevent illness and the spread of the virus:

<p><b>Clean your hands often</b></p> <p>Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.</p>	<p><b>Avoid close contact by social distancing</b></p> <p>Avoid large gatherings and maintain a distance of 6 feet from other people.</p> <p>This reduces the chance of contact with those knowingly or unknowingly carrying the infection.</p>	<p><b>Cover your mouth and nose with a cloth face cover when around others</b></p> <p>You could spread COVID-19 to others even if you do not feel sick.</p> <p>Wear a cloth face cover when you have to go out in public, for example to the grocery store or to pick up other necessities.</p>
<p><b>Cover coughs and sneezes</b></p> <p>If you are in a private setting and do not have on a cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.</p>	<p><b>Clean and disinfect</b></p> <p>Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.</p>	<p><b>Stay home if you are sick</b></p> <p>Keeping distance from others is especially important for people who are at higher risk of getting very sick.</p>

Source: cdc.gov

### Our Offices.

In an attempt to reduce the spread of COVID-19, Heritage Vision Plan's offices are closed and employees are working remotely from home. Our functionality will not be impaired in providing service. Heritage is open for business as usual!

## Our Members.

We want to assure you that we are keeping abreast of the most up-to-date guidance by closely monitoring developments and resources from federal, state and local agencies such as <https://www.cdc.gov/coronavirus> as well as other official information sources.

Our priority is to continue to provide excellent customer service; therefore, we will continue all operations at this time, with shortened hours.

As this is a fluid situation, we anticipate our plans will evolve over time as more information becomes available. Our website will be updated, with all possible expediency, to communicate changes to the services we provide.

To slow the spread of COVID-19, many of our vision partners have either limited their hours of operation or temporarily closed. If you are looking for vision services, we encourage you to call first to confirm they are open.

We appreciate your understanding, flexibility and patience during these very unusual times. We will continue to handle whatever comes our way while doing our share to “flatten the curve”. Together, we will manage the challenges posed by COVID-19.

Thank you for being a valued member. Stay healthy and stay well!

### Essential Eye Care

We recognize that some of our members may be negatively affected by this global outbreak. In this time of the COVID-19 pandemic it is important we keep our hospital emergency rooms open for coronavirus patients.

Based on the recommendations of some of the governors in the states in which we do business, many vision centers and retail optical offices are restricting services to Essential Eye Care. These services include, but are not limited to: sudden vision loss, eye trauma, pain, redness, or sudden onset of blurred vision, contact lens related emergencies and pink eye or conjunctivitis. <sup>1</sup>

If you are in need of Essential Eye Care, call your vision provider to determine the best course of action. If your vision provider's office is closed, or if you do not have a vision provider, you may call our Customer Service Center toll free at:

**800.252.2053**

Monday – Friday, 9:00AM – 5:30PM

or by sending an email to

**corporate@heritagevisionplans.com**

### Glasses and Contacts from a Heritage Provider

We recommend you follow CDC guidelines by postponing routine eye exams.

If you have broken or lost your eyewear, or have run out of contacts and this is hampering your day-to-day activities, you can use your Heritage Vision Plan benefits to meet immediate eyewear needs if you have a valid prescription. <sup>2</sup>

#### Using a Heritage Provider <sup>1</sup>

Here are the steps to take:

1. Select a Heritage provider.  
The list can be accessed on our website:  
**heritagevisionplans.com**  
or by calling our Customer Service Center toll free at  
**800.252.2053**  
Monday – Friday, 9:00AM – 5:30PM  
or by sending an email to  
**corporate@heritagevisionplans.com**

2. Call the vision provider to determine the best course of action for your immediate eyewear or contact lens needs. If the provider can assist you, you will be asked to identify the name of your employer or group and indicate you have routine vision coverage through Heritage Vision Plans. The provider will ask for your name, date of birth and ID number.
3. The provider will verify eligibility and explain any charges that you may have to pay. As well as provide special instructions for delivery of services.
4. The provider will take care of all the paperwork.

## Glasses and Contacts from an Out of Network Provider

### Using an Out of Network Provider <sup>3</sup>

Here are the steps to take:

1. If you choose to use an out of network or online provider, call our Customer Service Center to verify your eligibility toll free at **800.252.2053** Monday – Friday, 9:00AM – 5:30PM
2. Pay the charges in full for your out of network or online eyeglass or contact purchase.
3. Request an itemized receipt.
4. **Complete a Heritage Reimbursement Claim Form**
5. Submit the completed Heritage Reimbursement Claim Form along with your itemized receipt(s) to **eligibility@heritagevisionplans.com**

If you are unable to email your documents, mail to  
Heritage Vision Plans, Inc.  
Attention: Claim Processing  
One Woodward Avenue, Suite 2020  
Detroit, MI 48226

Payment will be mailed to your home address within 30 days of receiving your claims, provided all required documentation is included with the claim.

<sup>1</sup> Essential Eye Care Services billed to Heritage are supplemental to medical insurance billed. Member co-pays and/or additional charges may apply.

<sup>2</sup> A valid eyeglass prescription has no documented expiration date. A valid contact lens prescription is less than 12 months old as mandated by federal law. If it has been more than 12 months since your last contact lens exam you may not be able to reorder contacts.

<sup>3</sup> Out of Network and online benefits are subject to the same eligibility, frequency, limitation and exclusion provisions of your plan and are in lieu of in-network services.

### Non Valid or No Prescription

If you do not have a current prescription and are in a state where a stay at home order is in place, vision care may still be considered an essential service. While we recommend you follow CDC guidelines by postponing routine eye exams, you may be able to visit an eye care provider to receive and exam and eyewear.

