

UPMC Vision *Advantage*



About Us

At UPMC Health Plan, we have a long history of providing members with high-quality benefit plans, provider networks, and outstanding customer service. The tradition continues with UPMC Vision *Advantage*. UPMC Vision *Advantage* offers PPO plan designs with a network of providers from which to choose.

Plan Highlights

- As a UPMC Vision *Advantage* member, you will receive outstanding customer service from our Health Care Concierge team members who are dedicated to answering questions about your vision benefits, as well as your medical, dental, and MyFlex *Advantage* benefits (if applicable), in just one call.
- Chat online with a Health Care Concierge regarding your vision benefits, eligibility, and claim status.
- Log on to MyHealth OnLine to access your vision benefits and information. Access information for our other products that you may be enrolled in, such as UPMC Dental *Advantage*, MyFlex *Advantage*, or any of our medical plans.
- Auto-substantiation of eligible out-of-pocket vision expenses for members enrolled in the MyFlex *Advantage* plan.
- You receive a 20% discount on exams, frames, and lenses for glasses purchased through a participating UPMC Vision *Advantage* provider prior to your next eligibility period.

Using Your Vision Benefits

UPMC Vision *Advantage* has developed a plan that is easy for both members and providers to use.

- UPMC Vision *Advantage* reimbursement is based on retail prices.
- You receive a 20% discount for overages, including lens add-ons, frame overages, and additional exams when a participating provider is used.
- There is a separate benefit allowance for contact lens evaluation.*
- Contact lenses may be selected in lieu of glasses.*
- Lens reimbursement is based on the base cost of the lenses and does not include coverage for optional lens coatings and/or treatments — which are to be discounted by 20% when a participating provider is used.

UPMC Vision *Advantage* plan excludes coverage for certain items and services as outlined in your Certificate of Insurance. Those services include and are not limited to: medical treatment of eye disease or injury; vision therapy; special lens designs or

coatings (unless otherwise stated); replacement of lost or stolen eyewear; non-prescription lenses; and services not performed by a licensed professional.

To receive services from a UPMC Vision *Advantage* provider:

- Contact your provider to schedule an appointment.
- Notify your provider that you are a UPMC Vision *Advantage* member.
- Provide the office with the **subscriber's** Social Security number or name and date of birth, as well as the name of the member receiving care.

The provider will verify eligibility for services. You do not need to obtain an authorization or claim form before receiving services.

ID cards are not required for treatment — see reverse side for more information.

As a UPMC Vision *Advantage* member, you always will have access to your most current eligibility and claim information through MyHealth OnLine. To access your vision information, log in to MyHealth OnLine, select the Coverage and Benefits tab, then select Your Benefits, and click on Vision Coverage.

Out-of-Network Services

UPMC Vision *Advantage* encourages its members to use participating providers to maximize their benefit and minimize any out-of-network expenses. Participating providers can be located by logging in to **www.upmchealthplan.com/vision** and clicking on the Find a vision care provider link.

In the event you elect to have services performed by a non-participating provider, UPMC Vision *Advantage* will reimburse you for eligible services up to the benefit maximum. You can download an out-of-network reimbursement form from our website at **www.upmchealthplan.com/vision** or call our Health Care Concierge team at **1-888-499-6914** to have a form sent to you.

*Please refer to your employer specific plan documents.

For Care Outside of Pennsylvania:

UPMC Vision Advantage has partnered with OptiCare® to provide a national network of providers for members residing or traveling outside of Pennsylvania.

To locate a participating OptiCare provider, please visit our website at www.upmchealthplan.com/vision or call our Health Care Concierge team at 1-888-499-6914 for assistance.

When using an OptiCare provider, identify yourself as a UPMC Vision Advantage member and they will verify eligibility and submit the claim on your behalf.

LASIK Discounts

For UPMC Vision Advantage members, discounts are available on LASIK procedures at the following locations. To use your discount, mention that you are a UPMC Vision Advantage member when initially contacting your preferred LASIK location.

UPMC Eye Center offers comprehensive eye care services — from eye exams to vision correction procedures to glasses and contact lenses. UPMC Eye Center offers the latest technology in vision correction procedures, including Custom LASIK and PRK, IntraLase (blade-free LASIK), and Near-Vision CK. These procedures correct nearsightedness, farsightedness, astigmatism, and presbyopia.

- **The Discount** – As a UPMC Vision Advantage member, you can receive a free initial screening as well as a 20% discount on vision correction procedures performed by UPMC’s internationally renowned refractive surgeons. Additional discounts apply when the procedures are performed by the Center’s Cornea Fellow.
- **Contact Information** – Refractive procedures are performed at the UPMC Eye Center location. To find out if you are a candidate for vision correction, call 412-647-2917 to schedule a free consultation.

QualSight LASIK features a national network of credentialed and experienced surgeons who have collectively performed more than four million procedures.

- **The Discount** – As a UPMC Vision Advantage member, QualSight offers the following discounts: \$945 per eye for Traditional LASIK; \$1,370 per eye for Custom LASIK; and \$1,770 per eye for Custom Bladeless. Your pre-operative appointment, the LASIK procedure, post-operative visits and

a One-Year Assurance Plan are included in the price. (Lifetime Assurance Plans are also available through participating providers.)

- **Contact Information** – Call a QualSight LASIK Care Manager at 1-855-483-2020 Monday through Friday from 7 a.m. to 7 p.m. or Saturday from 8 a.m. to 4 p.m. to take advantage of the contracted LASIK savings. You can also visit www.qualsight.com/-upmc.

TLC Vision locations, including TLC Laser Eye Centers in Pittsburgh, offer a Lifetime Commitment that stands behind your vision results. TLC Laser Eye Centers in Pittsburgh have performed more than 40,000 LASIK procedures. TLC Vision works with more than 400 area optometrists to provide a high level of patient care and convenience.

- **The Discount** – As a UPMC Vision Advantage member, TLC Vision offers you savings on LASIK, including a free consultation, pre- and post-operative care, the LASIK procedure, and the TLC Lifetime Commitment.
- **Contact Information** – Call TLC Vision locally to book your free consultation at 724-934-2020 or toll-free at 877-PLAN-TLC (1-877-752-6852.) You can also book online at: www.tlcvision.com/centers/pittsburgh.



UPMC Vision Advantage

This card may be presented to your vision provider to assist them with verifying eligibility and accurately submitting claims. UPMC Vision Advantage does not require presentation of an ID card to receive treatment. Presentation of this card does not guarantee payment of services.

Providers may verify eligibility and submit claims by visiting:
www.upmchealthplan.com/vision or by calling 1-877-648-9621

Claims may also be submitted to:

UPMC Vision Advantage
P.O. Box 1600
Pittsburgh, PA 15230

Care outside of Pennsylvania:

A national network of providers is available through OptiCare. For vision care outside of Pennsylvania, please call our Health Care Concierge team to locate a participating OptiCare provider or visit www.upmchealthplan.com/vision.

PROVIDER: Please verify eligibility by contacting us at 1-877-648-9621 or online at www.upmchealthplan.com/vision

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PROVIDER: Please verify eligibility by contacting us at 1-877-648-9621 or online at www.upmchealthplan.com/vision

Contact Us

If you have questions or would like more information about UPMC Vision *Advantage*, call us toll-free at **1-888-499-6914**, Monday through Friday from 7 a.m. to 7 p.m. or Saturday from 8 a.m. to 3 p.m.

Members can log in to MyHealth OnLine at **www.upmchealthplan.com/vision** to:

- Find a vision provider.
- Review member eligibility, spending summaries, and benefits.
- “Chat” online with a Health Care Concierge.

Frequently Asked Questions

Q: Where can I find a list of vision providers who are participating in the UPMC Vision *Advantage* network?

A: A complete listing of all participating providers is available through MyHealth OnLine. To search online for an in-network vision provider, visit **www.upmchealthplan.com/vision**, log in to MyHealth OnLine and click on the Find a vision care provider link. You can search by name, office location, ZIP code, vision provider profile, and/or personal characteristics. You can also call us toll-free at **1-888-499-6914**.

Q: What if my provider is not in the UPMC Vision *Advantage* network?

A: UPMC Vision *Advantage* offers coverage for out-of-network care; however, the benefits are reduced and your vision provider may bill you for the difference between his or her charge and the amount paid by the plan. To receive the maximum reimbursement, we strongly encourage you to select a participating vision provider for all of your vision services or to ask your vision provider to join the UPMC Vision *Advantage* network.

Q: How can my vision provider join the UPMC Vision *Advantage* network?

A: Your vision provider can join the network by calling the UPMC Vision *Advantage* Benefits Advisory Team at **1-877-648-9621**.

Q: How can I access and review my vision benefits and payments?

A: You can review your information by visiting **www.upmchealthplan.com/vision** and logging in to MyHealth OnLine. Select Coverage and Benefits, then select Your Benefits, and click on Vision Coverage.

Q: Do I need an ID card in order to use my vision benefits?

A: UPMC Vision *Advantage* does not issue ID cards nor are they required for treatment. For your convenience, a tear-out card has been made available in this brochure. You are also able to print a UPMC Vision *Advantage* ID card by visiting **www.upmchealthplan.com/vision**, logging in to MyHealth OnLine, and following the steps below.

- After logging in to MyHealth OnLine, select **Coverage and Benefits** at the top of the page.
- Select **Your Benefits**.
- Select **Vision Coverage**. You will be redirected to the UPMC Vision *Advantage* portal.
- Select **ID Card**.
- Click on the **Print ID Card** icon next to the name of the person you are printing an ID card for.
- Click on the **Print** icon in the upper right-hand corner of your screen.

IMPORTANT: If you are a UPMC Health Plan medical member, you should not present your ID card as proof of insurance.

Q: I am a MyFlex *Advantage* participant who also has UPMC Vision *Advantage*, may I use my MyFlex *Advantage* Card to pay for services?

A: Yes. When out-of-pocket expenses are incurred, you may use your MyFlex *Advantage* card to pay for those expenses. Eligible services will be auto-substantiation, so there is no need to send in proof unless requested by MyFlex *Advantage*.

Q: My employer also purchased the OptiCare discount for our company, can I use that in addition to my UPMC Vision *Advantage* plan?

A: No. The OptiCare discount program is intended to be used for members who do not have vision benefits and may not be used in addition to vision insurance. If you have exhausted your vision coverage, you may have additional discounts available to you through the OptiCare discount program.

This is a summary of the features of the UPMC Vision *Advantage* options. If there are any differences between the information provided in this summary and the plan documents, the plan documents will prevail. All benefits are subject to the definitions, limitations, and exclusions set forth in the plan documents.

UPMC Vision *Advantage*

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600 Grant Street
Pittsburgh, PA 15219

www.upmchealthplan.com/vision