



Underwritten by HM Life Insurance Company.

Vision plan for **PARTNERS FOR HEALTH**

## Buy glasses and contacts online with your benefits

You can use your vision benefits to buy glasses and contacts at [visionworks.com](https://www.visionworks.com). Look up your benefits and see the savings on frames and contact lenses as you shop.



### Here's how to shop at [visionworks.com](https://www.visionworks.com)

- 1 At [visionworks.com](https://www.visionworks.com), click on the "Insurance" menu.
- 2 In "Member Lookup," enter the policyholder's member ID located on your Davis Vision ID card, and, the first name, last name, and date of birth of the person who is shopping.
- 3 Your current coverage and eligibility will show in the "Current Benefits" box.
- 4 When you are ready to shop, click on "Start Shopping" to browse frames, lenses and contacts that suit your style and prescription.
- 5 At checkout, your vision benefit will be applied to your eyewear purchase and you will pay for any out-of-pocket costs.

**MEMBER LOOKUP**

Visionworks now accepts select insurance plans online. Please enter your information so that we may locate your benefits.

*All fields required.*

**Member ID**

**Name**

 

**Date of Birth**

  

Looking up a member will turn on insurance pricing. Items listed under a different name will be removed from your cart.

**SUBMIT**

Davis Vision coverage is underwritten by HM Life Insurance Company, Pittsburgh, PA, under policy form series HMP902-VIS or similar. The coverage or service requested may not be available in all states and is subject to individual state approval.

### Have your prescription handy!

In order to have your order processed, you will need to submit information from your most up-to-date prescription.



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## Visionworks online FAQs

### Where can I use my benefits online?

Select Davis Vision plans are available for in-network use online at [visionworks.com](https://www.visionworks.com). Online purchases for glasses or contacts at other sites are currently considered out-of-network.

### How do I know if visionworks.com is part of my in-network providers?

Please log into your member account at [davisvision.com/stateoftn](https://www.davisvision.com/stateoftn) to verify if you are able to use your benefits online. If "Shop Visionworks.com" is an option on your Member Menu, then your group has [visionworks.com](https://www.visionworks.com) as an in-network provider. The list of available plans is growing, so please check back if [visionworks.com](https://www.visionworks.com) is not currently listed for your group.

### What if visionworks.com is not an in-network provider for my group or my plan?

You can still shop online at [visionworks.com](https://www.visionworks.com). However, any purchases will be considered out-of-network for your Davis Vision benefits.

### Are all Davis Vision benefits available online?

Visionworks.com currently only accepts regular (dress) eyewear benefits. Safety and occupational (VDT) eyewear plans and discount plans are not available for use online at this time.

### Will my Davis Vision benefits work differently at visionworks.com?

Your benefits will work the same at [visionworks.com](https://www.visionworks.com) as they would in-store at a Visionworks location. Your frame and contact lens allowances, overage discounts, and fixed pricing on lens options and coatings will be the same online as they are in-store.

### My benefit covers more than one pair of glasses or contact lenses. Do I need to purchase these at the same time?

Each vision plan has unique requirements. If your plan requires the purchase of all pairs at the same time, then this will also apply to any online purchases. Please note that at this time, [visionworks.com](https://www.visionworks.com) does not support utilizing both benefits towards contact lenses. If you wish to use both benefits for contact lenses, please visit your local Visionworks store.

### Can I purchase additional pairs online beyond what my benefits cover?

Yes. Visionworks.com will provide 50% off on any additional pairs of glasses that you purchase at the same time that you use your vision benefits online.

### Can I apply promotions or retail discounts when using my benefits online?

Orders using vision benefits cannot be combined with retail promotions. However, if you use your Davis Vision benefits to purchase glasses or contact lenses at [visionworks.com](https://www.visionworks.com), Visionworks will provide 50% off any additional pairs of glasses.

### What information do I need to use my vision benefits online?

You will need to enter the member ID located on your Davis Vision ID card for the policyholder along with the first name, last name, and date of birth of the person you are shopping for as they appear on your vision plan enrollment. Please contact Davis Vision at (800) 208-6404 if you need help locating your Member ID or confirming other enrollment information.

### How does visionworks.com use my member information?

Your member information is only used to look up your current eligibility and benefits during your active shopping session and for claims submission by Visionworks if you purchase eyewear using your vision benefits.

### How do I shop online?

You can shop online with your Davis Vision benefits by following these steps:

1. At [visionworks.com](https://www.visionworks.com), click on the Insurance Menu.
2. In Member Lookup, enter the policyholder's member ID located on their Davis Vision ID card and the first name, last name, and birth date of the person who is shopping.
3. Your current coverage and eligibility will show in the Current Benefits box.
4. When you are ready to shop, click on Start Shopping to browse frames, lenses, and contacts that suit your style and prescription.
5. At checkout, your vision benefit will be applied to your eyewear purchase, and you will pay for any

out-of-pocket costs.

**I tried to look up my member information online but got a message that said “We were not able to locate your information. Please confirm that the information you entered matches your plan documents.” What should I do?**

If you entered your member information correctly and know that your plan is available online, please call Davis Vision at (800) 208-6404 to confirm your member information and plan availability online.

**I tried to look up my member information online but got a message that said “We have located your insurance. Unfortunately, your plan cannot be accessed online at this time. We apologize for the inconvenience.” What should I do?**

Please contact Visionworks at (800) 784-7427 or via live chat at [visionworks.com](https://www.visionworks.com) with any questions regarding online shopping, your order, or your eyewear. Questions regarding your member information, current eligibility, or coverage should be directed to Davis Vision via your group's toll free customer service number (located on your ID card or online in your member account at [davisvision.com/stateoftn](https://davisvision.com/stateoftn)).

**I tried to use my benefits online but got a message**

**Need help accessing your benefits?**

Visit [davisvision.com/stateoftn](https://davisvision.com/stateoftn) and log in to your member account for your full benefit details.

**that said “We have located your information, but it appears that you have already applied your full benefits to other purchases.” What do I do if I think this is wrong?**

Please call Davis Vision at (800) 208-6404 to discuss any benefit discrepancies.

**My benefits are expiring soon. Will I be covered if I place my order online?**

We encourage you to place your order in advance of your deadline. Benefits will be displayed and applied based on the current eligibility provided by Davis Vision using Eastern Time.

**Do I need a prescription in order to shop online?**

Yes. A valid prescription is needed to shop online and process your order. You can also supply a copy of it after placing your order by submitting it via email ([prescription@visionworks.com](mailto:prescription@visionworks.com)), fax at (210) 201-8445, upload, or Visionworks can contact your doctor directly if you provide

authorization to do so after you check out.

**Can I place an order for several family members?**

Online orders using your Davis Vision benefits must be placed separately, one at a time for each covered family member. This ensures that your benefits and claims are handled correctly.

**What payment methods are available online?**

[Visionworks.com](https://www.visionworks.com) accepts payment via PayPal and major credit cards (MasterCard, VISA, American Express and Discover).

**Can I get a receipt for my Flexible Spending Account?**

Yes. You will receive an order confirmation and summary receipt via email when you complete your purchase. Visionworks can also provide detailed receipts for FSA submission. Please call Visionworks customer service at (800) 784-7427 for assistance.

**Can I cancel an online order?**

Yes. Please contact Visionworks customer service at (800) 784-7427 to cancel your order and they will work with Davis Vision to reinstate your benefits if you are eligible.

**What if I need to make changes to my order?**

Please call Visionworks customer service at (800) 784-7427 for help adjusting your order.

**How are purchases shipped?**

[Visionworks.com](https://www.visionworks.com) provides free UPS Ground shipping or pickup in a Visionworks store. Expedited shipping is also available for contacts for an additional cost.

**Where can I get my glasses adjusted if I bought them online at visionworks.com?**

Any Visionworks location will adjust your glasses for free if purchased online.

**What if the eyewear I receive is wrong or needs to be changed?**

Please call Visionworks customer service at (800) 784-7427 for help with correcting or revising any eyewear you have received.

**Who should I contact with other questions?**

Please contact Visionworks at (800) 784-7427 or via live chat at [visionworks.com](https://www.visionworks.com) with any questions regarding online shopping, your order, or your eyewear. Questions regarding your member information, current eligibility or coverage should be directed to Davis Vision via your group's toll free customer service number at (800) 208-6404 (located on your Davis Vision ID card or online in your member account at [davisvision.com/stateoftn](https://davisvision.com/stateoftn)).

Davis Vision coverage is underwritten by HM Life Insurance Company, Pittsburgh, PA, under policy form series HMP902-VIS or similar. The coverage or service requested may not be available in all states and is subject to individual state approval.