



Aetna VisionSM Preferred Digital Tools Reference Guide

MONTH | 2023

Policies and plans are insured and/or administered by Aetna Life Insurance Company (Aetna). Certain claims administration services are provided by First American Administrators, Inc. and certain network administration services are provided through EyeMed Vision Care ("EyeMed"), LLC.

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2075000-01-01 (3/23)



Vision member website

Aetna VisionSM Preferred members have several convenient ways to access their member-secure vision data with on-demand service around the clock.

- **Aetna.com**
- Aetna Vision Preferred Mobile app



Aetna.com

Member login page

- Aetna® members can register/login on **Aetna.com** to access all their benefit information

Create an Account

To get you set up, we just need some basic info.

Your Member Info

Choose how to create your account. Most people use their Member ID. You can find your Member ID on your ID card, Welcome Letter, or any EOB we sent to you.

☒ Member ID ☐ Social Security number

Member ID*

[Need help finding your Member ID?](#)

Your Personal Info

Full first name*

Full last name *

Date of birth*

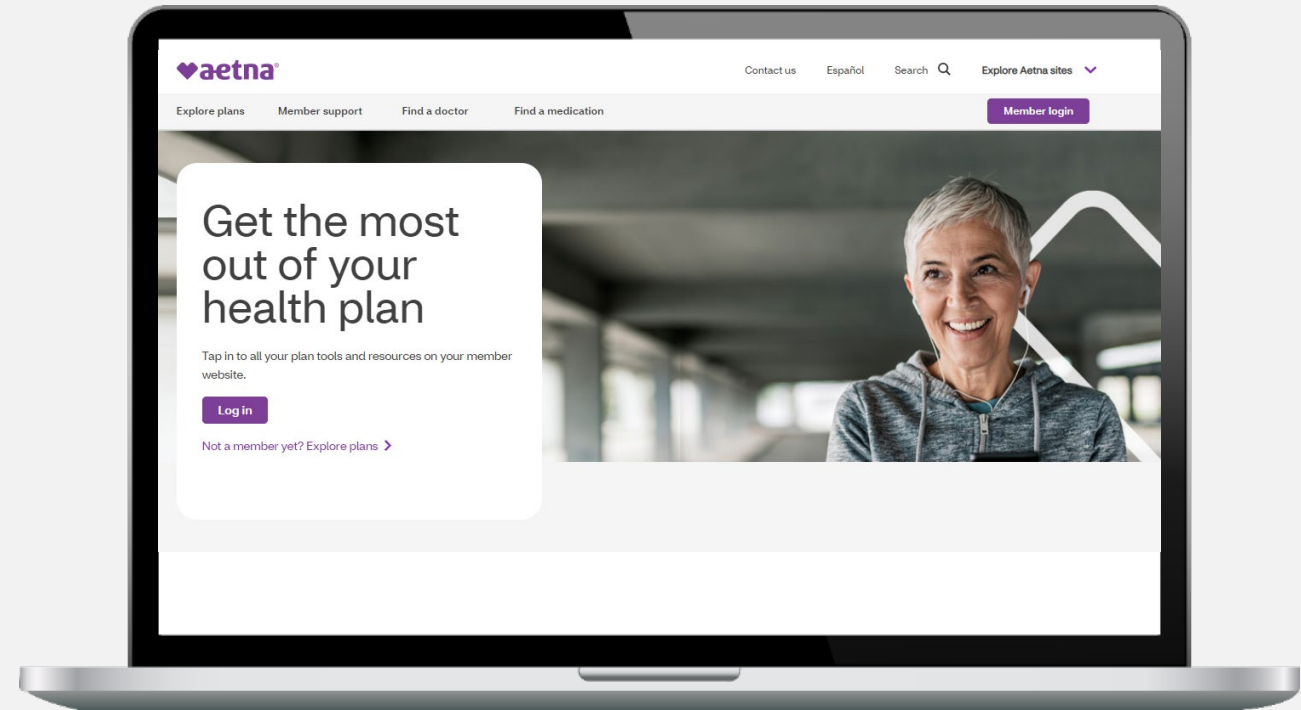
Month

Day

Year

Zip Code *

Continue



Aetna.com

Home page


From the home page, members select

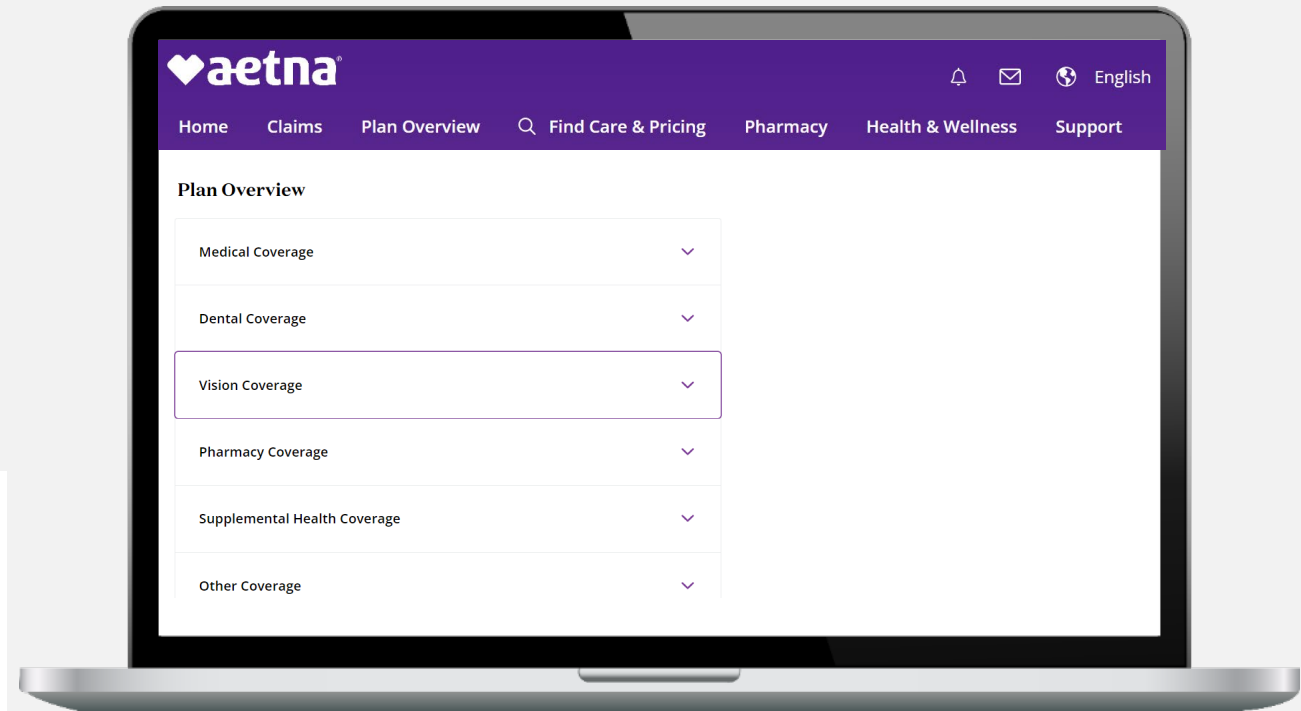
- Vision Coverage

Once they select Vision Coverage, a link to Aetna VisionSM Preferred will appear. Clicking the link takes them to **AetnaVision.com** through single sign on (SSO) which houses all vision information.

Vision Coverage

View all your vision benefits, including the progress of a claim, coverage information, finding a provider, printing your ID card and resources that explain what to ask at your next visit.

 [Aetna Vision Preferred](#)

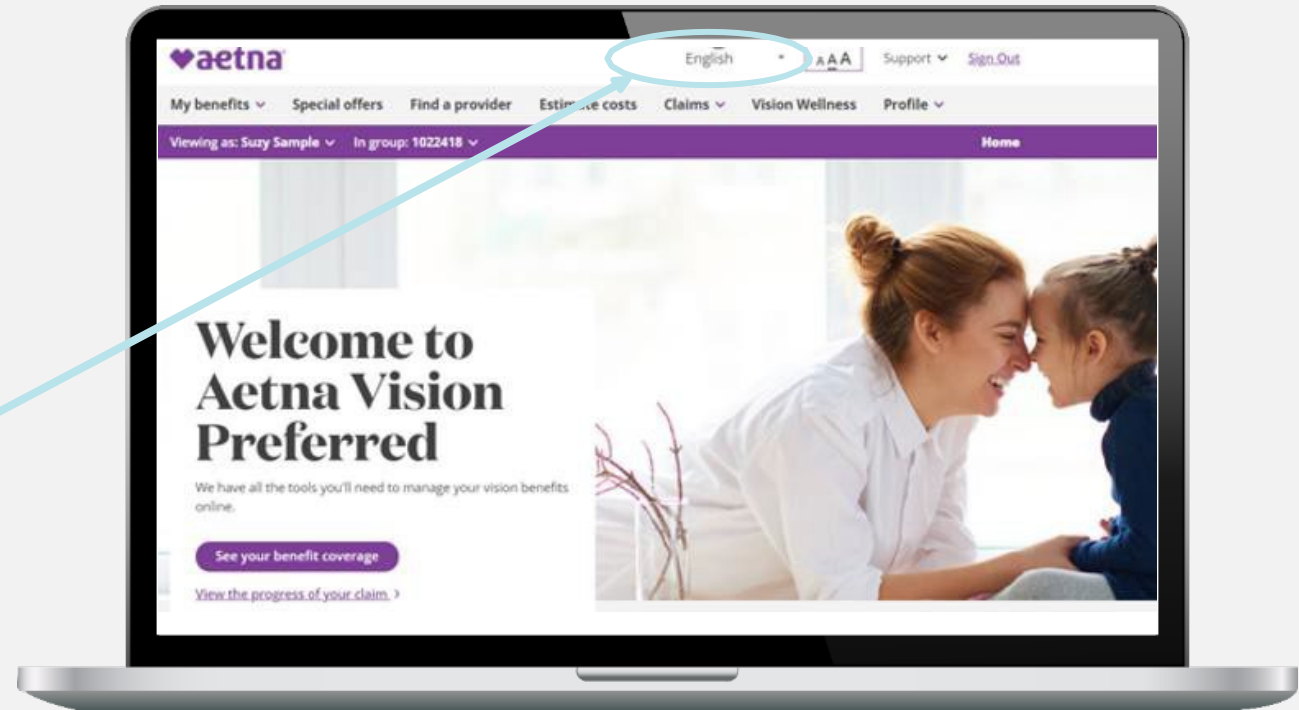
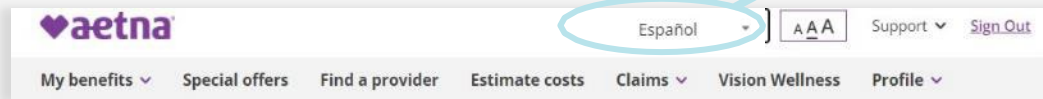


Aetna VisionSM Preferred landing page

Members will be redirected to a customized vision landing page where they can view:

- My benefits
- Special offers
- Find a provider
- Estimate costs using the Know-Before-You-Go calculator
- Claims
- Wellness information
- ID card

Toggle from English to Spanish translation

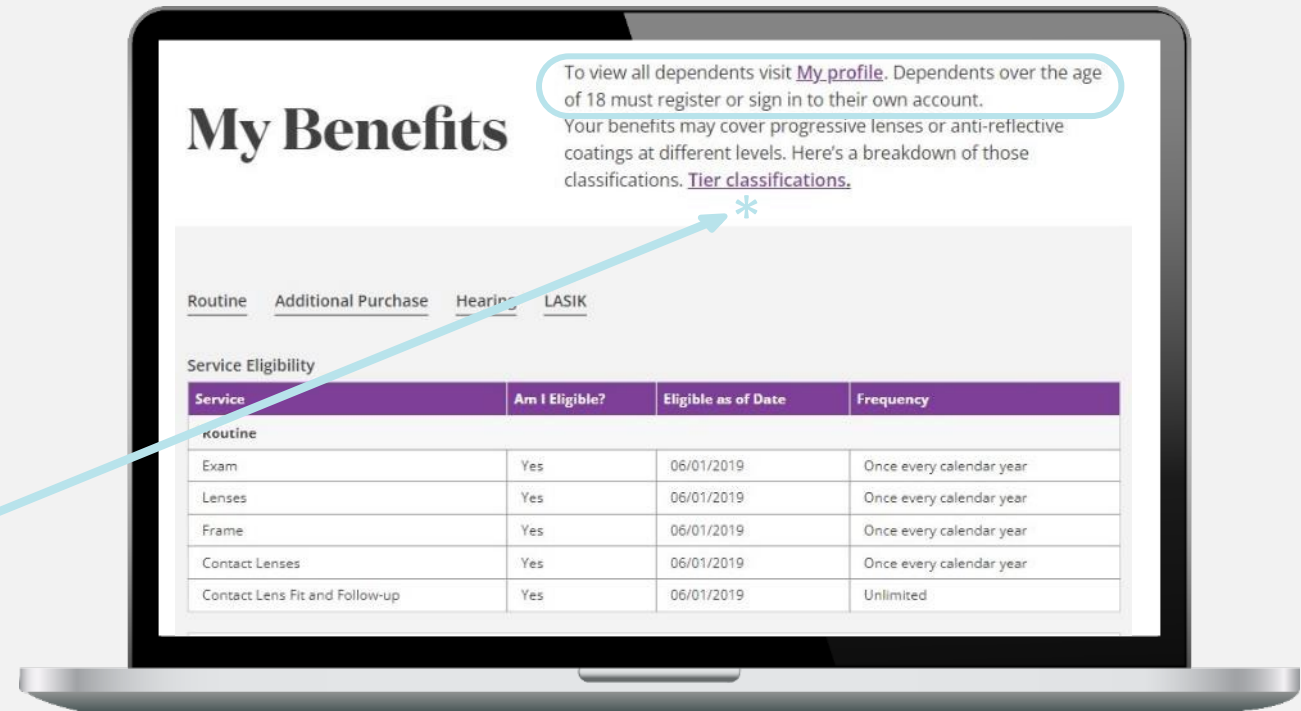


My Benefits page

From My Benefits, members can view:

- The next eligible date per service
- In- and out-of-network benefits
- Limitations, exclusions and discounts
- Glossary of terms
- Hearing, LASIK laser eye surgery and 2nd pair discounts

Vision Care Services	In-Network Member Cost	Out-of-Network Member Reimbursement
Exam Services		
Exam	\$0 copay	Up to \$32
Retinal Imaging	Up to \$39	Not covered
Contact Lens Fit and Follow-Up		
Fit and Follow-up - Standard	Up to \$40	Not covered
Fit and Follow-up - Premium	10% off retail price	Not covered
Frame		
Frame	\$0 copay; 20% off balance over \$140 allowance	Up to \$70
Lenses		
Single Vision	\$10 copay	Up to \$25
Bifocal	\$10 copay	Up to \$40
Trifocal	\$10 copay	Up to \$64
Lenticular	\$10 copay	Up to \$64
Progressive - Standard	\$75 copay	Up to \$40
Progressive - Premium Tier 1	\$95 copay	Up to \$40
Progressive - Premium Tier 2	\$105 copay	Up to \$40
Progressive - Premium Tier 3	\$120 copay	Up to \$40
Progressive - Premium Tier 4	\$75 copay; 20% off retail price less \$120 allowance	Up to \$40
Lens Options		
Anti Reflective Coating - Standard	\$45	Not covered
Anti Reflective Coating - Premium Tier 1	\$57	Not covered
Anti Reflective Coating - Premium Tier 2	\$68	Not covered



* TIP:

To view which brands fall into which tier level, members can select the **tier classification** link at the top

International Travel Solution

From My Benefits, members can view:

- International Program

Innovative support for get-the-most-out-of-life globetrotters

The world will find innovative ways to obstruct your vision. So we've found an innovative way to keep you covered.



Emergency glasses delivered within 24 hours*

Get temporary glasses that adjust to your prescription.



Round-the-clock support

Speak to an agent or get free translation help in 160 languages — anytime.



Trusted providers in 20 countries

Easily find one with our online directory of international providers.



Global eyecare guide

Your step-by-step answers for country-specific vision questions.



Claims made easy

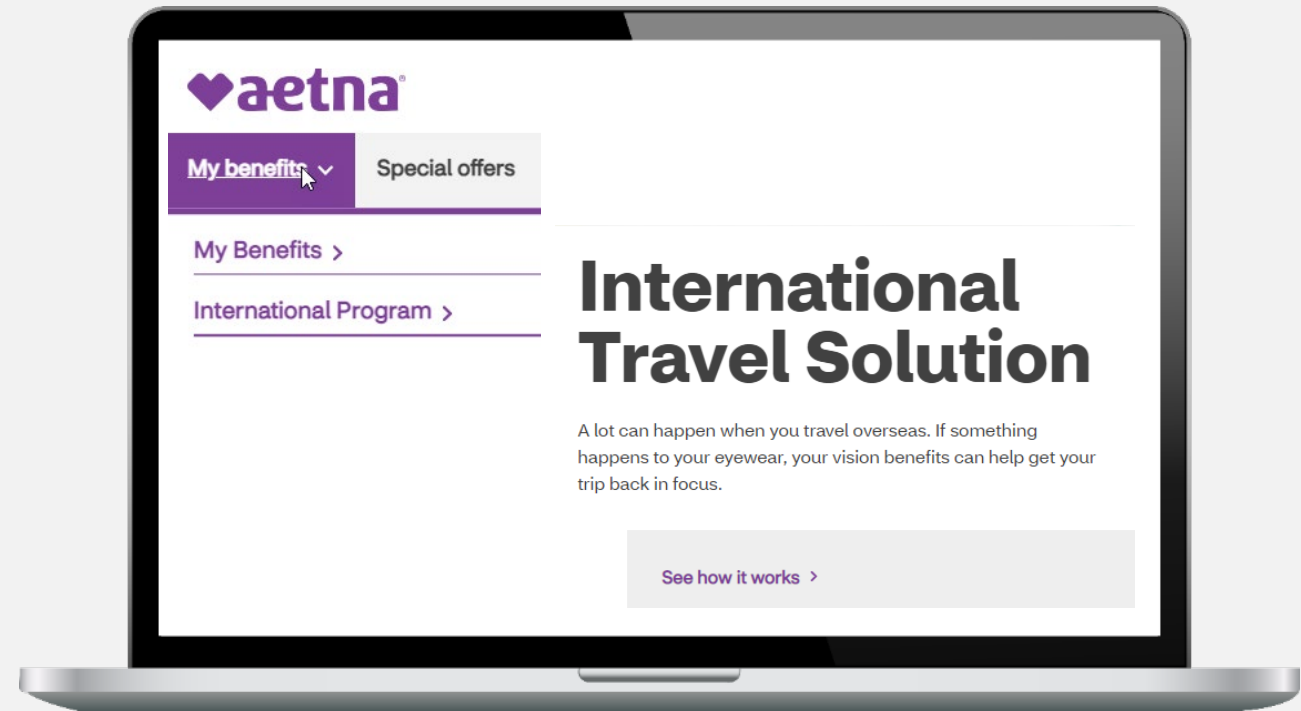
Upload receipts and get reimbursed 100% of remaining eligible out-of-network benefits.



All part of the plan

Only pay for the eye exam or eyewear materials you purchase.

[FIND AN INTERNATIONAL EYE DOCTOR](#)

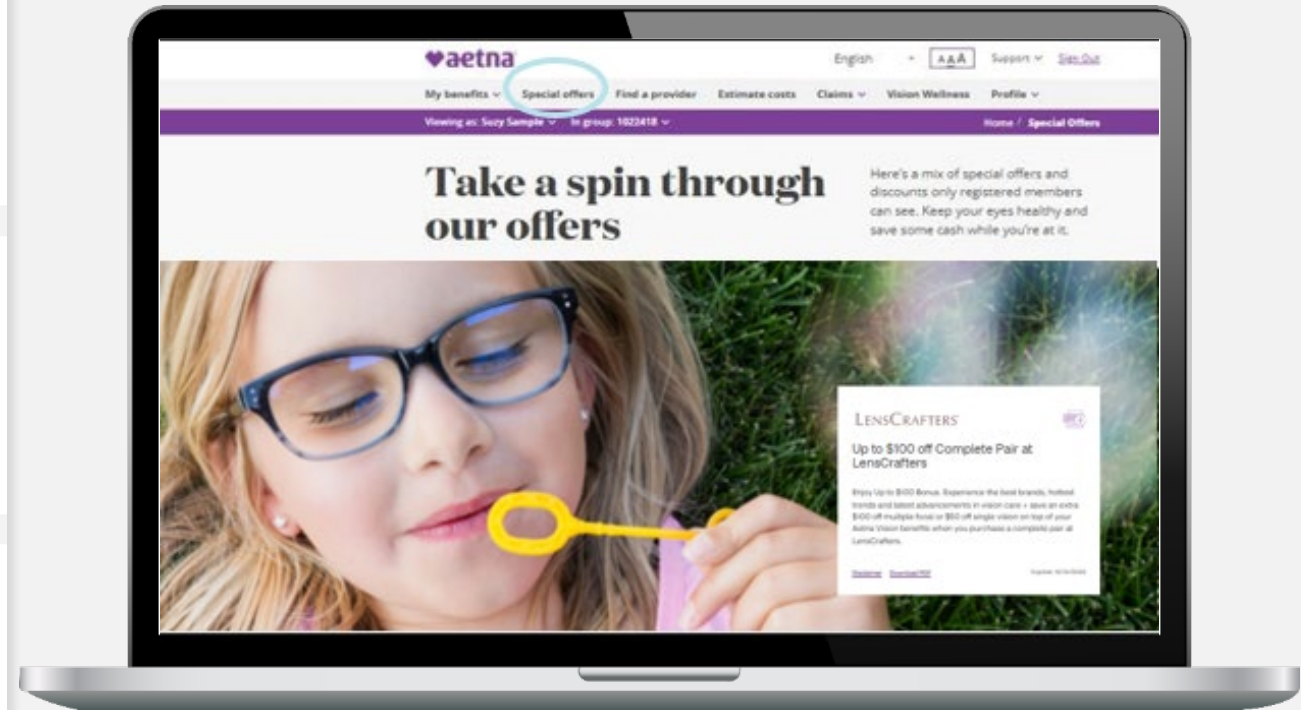


Special offers page

It's easy to unlock special exclusive coupon offers to maximize savings.

Members simply scroll through the current offers or filter on the products and brands they're interested in to obtain a coupon code and details.

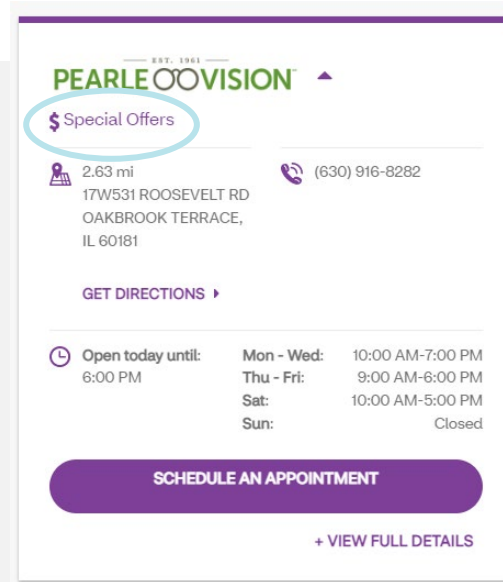
<p>LENSCRAFTERS®</p> <p>LENSCRAFTERS®: Enjoy your \$50 bonus</p> <ul style="list-style-type: none">Experience the best brands, hottest trends and latest advancements in vision care - save an extra \$50 on top of your Aetna Vision benefits when you purchase a complete pair at LensCrafters®Print this coupon or show this page on your mobile device to redeem in-store (Manual Deal 758288)Schedule an eye exam today or find a store near you <p>Disclaimer Download PDF Expires: 12/31/2022</p>	<p>GLASSES . COM</p> <p>Get up to \$50 off any pair of designer sunglasses at Glasses.com™</p> <p>Get \$50 off any non-prescription pair of designer sunglasses above \$200 (promo code: S0sun22) or \$20 off any other non-prescription pair of sunglasses below \$200 (promo code: 20sun22), for a limited time only. Glasses.com™ has all the brands you love, with free shipping, returns and frame adjustments! Shop on glasses.com</p> <p>Disclaimer Download PDF Expires: 12/31/2022</p>
<p>Target OPTICAL®</p> <p>\$25 off Target Optical® everyday low prices, in addition to your vision benefits</p> <p>Save an additional \$25 towards a complete pair of prescription eyeglasses at Target Optical®. May be combined with vision insurance benefits when used in-store. Simply print or show this page on your mobile device in-store to redeem (code 755044). Visit TargetOptical.com to find a Target Optical® near you.</p> <p>Disclaimer Download PDF Expires: 12/31/2022</p>	<p>PEARLE VISION</p> <p>\$25 Toward Your Purchase At Pearle VisionSM</p> <p>Receive \$25 toward a complete pair of glasses or Rx sunglasses. Can be combined with vision benefits or select offers. Visit your neighborhood Pearle Vision EyeCare Center and show this offer to redeem.</p> <p>Disclaimer Download PDF Expires: 12/31/2022</p>
<p>sunglass hut</p> <p>Get exclusive savings from Sunglass Hut on non-prescription sunglasses - and protect your eyes</p> <p>Sure, you know it is important to protect your skin from harmful UV rays, but did you know it is just as important to protect your eyes? All you need are the right shades. Sunglasses offer excellent protection, blocking at least 99% of both UVA and UVB rays. That is why you are eligible for this special offer - - \$20 off any purchase or \$50 off purchase of \$200 or more - - and can more safely soak up the sun, while looking fabulous. Accessing your savings is simple. Just go to Sunglass Hut Offer and get your codes. (See disclaimer for exclusions and other detail.)</p>	<p>CVS®</p> <p>Save big on contacts at CVS.com/Optical</p> <p>Receive an additional 25% off* your contacts when you shop for them online. Combine this offer with your insurance benefits to maximize your savings. Just visit CVS.com/optical and use the offer code AETNA25 to shop and save.</p>



Find a provider

It's easy to find a vision provider with just a few clicks.

- Enter the 5-digit ZIP code or search by name
- Find online providers
- Look for the \$ Special Offers indicator
- Get directions
- View office hours
- Select VIEW FULL DETAILS to see languages spoken, products offered and more



PEARLE VISION

\$ Special Offers

2.63 mi
17W531 ROOSEVELT RD
OAKBROOK TERRACE,
IL 60181

(630) 916-8282

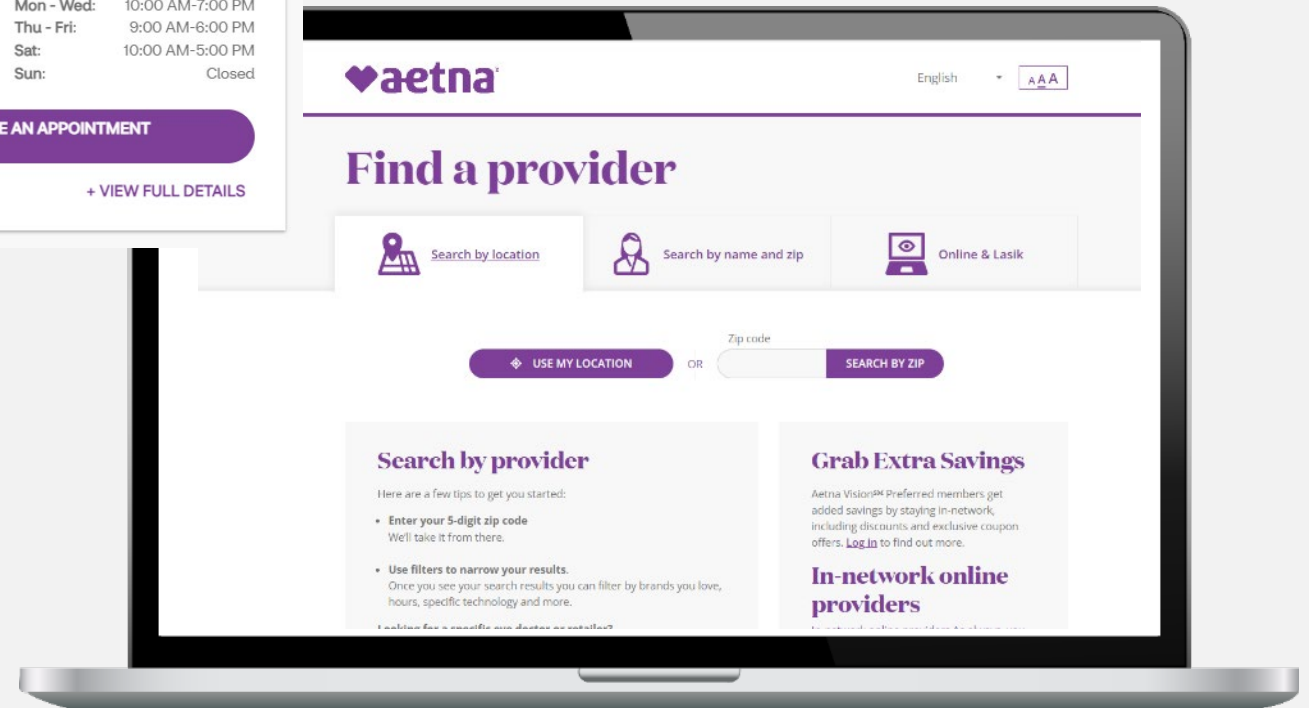
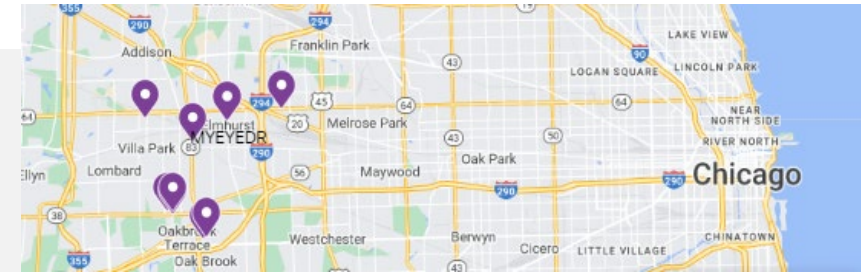
GET DIRECTIONS ▶

Open today until:
6:00 PM

Mon - Wed:	10:00 AM-7:00 PM
Thu - Fri:	9:00 AM-6:00 PM
Sat:	10:00 AM-5:00 PM
Sun:	Closed

SCHEDULE AN APPOINTMENT

+ VIEW FULL DETAILS



aetna

English

Find a provider

Search by location | Search by name and zip | Online & Lasik

USE MY LOCATION | Zip code | SEARCH BY ZIP

Search by provider

Here are a few tips to get you started:

- **Enter your 5-digit zip code**
We'll take it from there.
- **Use filters to narrow your results.**
Once you see your search results you can filter by brands you love, hours, specific technology and more.

Grab Extra Savings

Aetna VisionSM Preferred members get added savings by staying in-network, including discounts and exclusive coupon offers. [Log in](#) to find out more.

In-network online providers

Know Before You Go


Estimate costs page

The know-before-you go cost estimator lets members understand potential out-of-pocket costs before they purchase.

- Customized to their benefits
- Provides an explanation as they answer questions about their purchase
- Explains where members can save more by using Special Offers and more

GLASSES ESTIMATE


Estimated Out of Pocket Cost: **\$247**



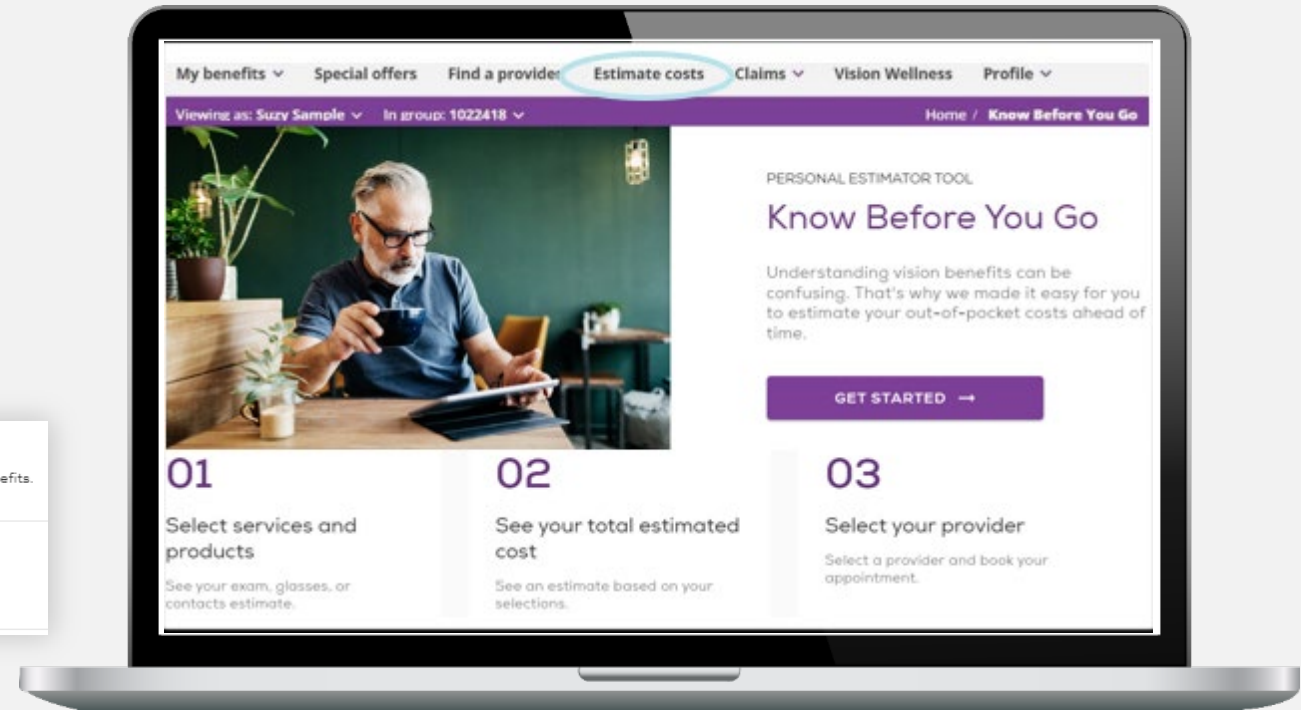
Your Selections

Frame type: Premium
Lens type: Standard No-Line Progressive
Lens Material: Polycarbonate
Lens Options: Anti Reflective (Tier 2)
Eye Exam: Not right now

You saved **\$363!**

 **Special Offers**
See special offers to use on top of your existing benefits.

LENSCRAFTERS
Up to \$100 off Complete Pair at LensCrafters
[Get Offer](#) [Expires: 12/30/2023](#)



Easy out-of-network (OON) claim submission

- Members can view the status of their claims
- Print their EOB
- Submit for OON reimbursement
- Online claim form allows members to upload their receipt and fill out an electronic form
- Paper claim form is downloadable for mail or fax

Online Claim Form

Click below to complete an electronic claim form. Go green and get paid faster.

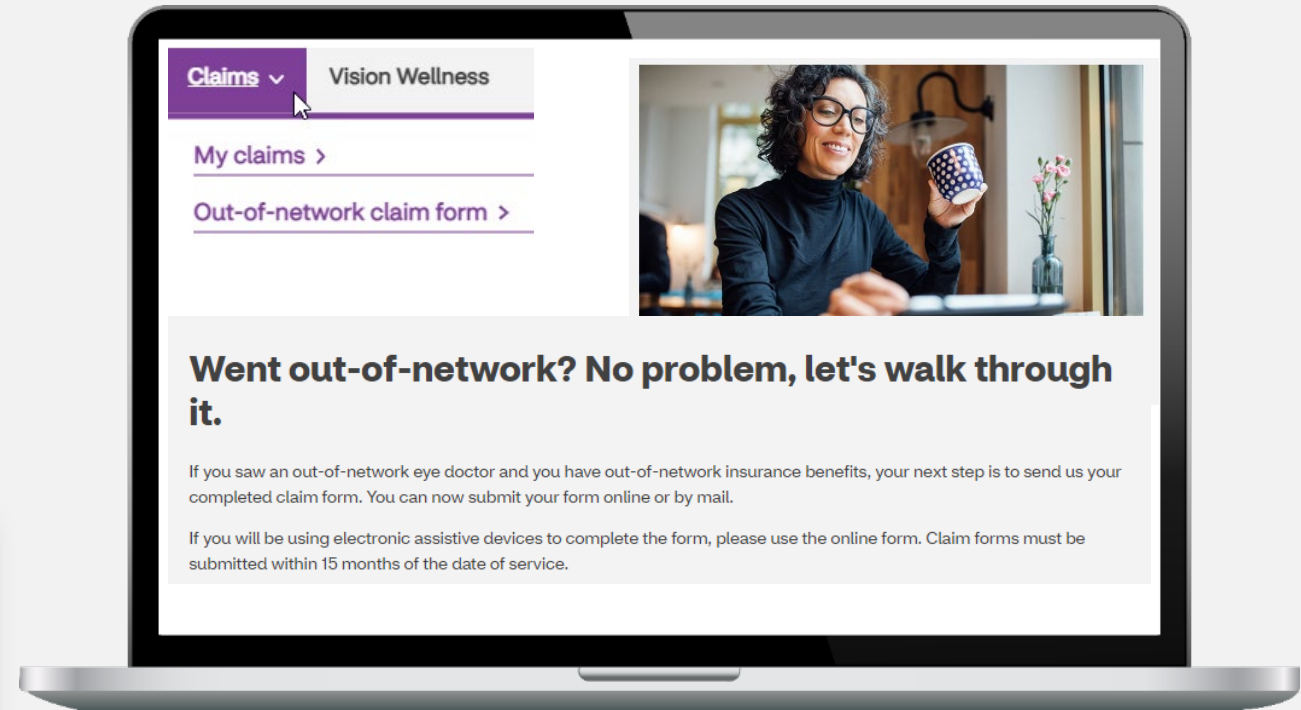
[Access Form](#)



By mail

Complete and return the following paperwork.

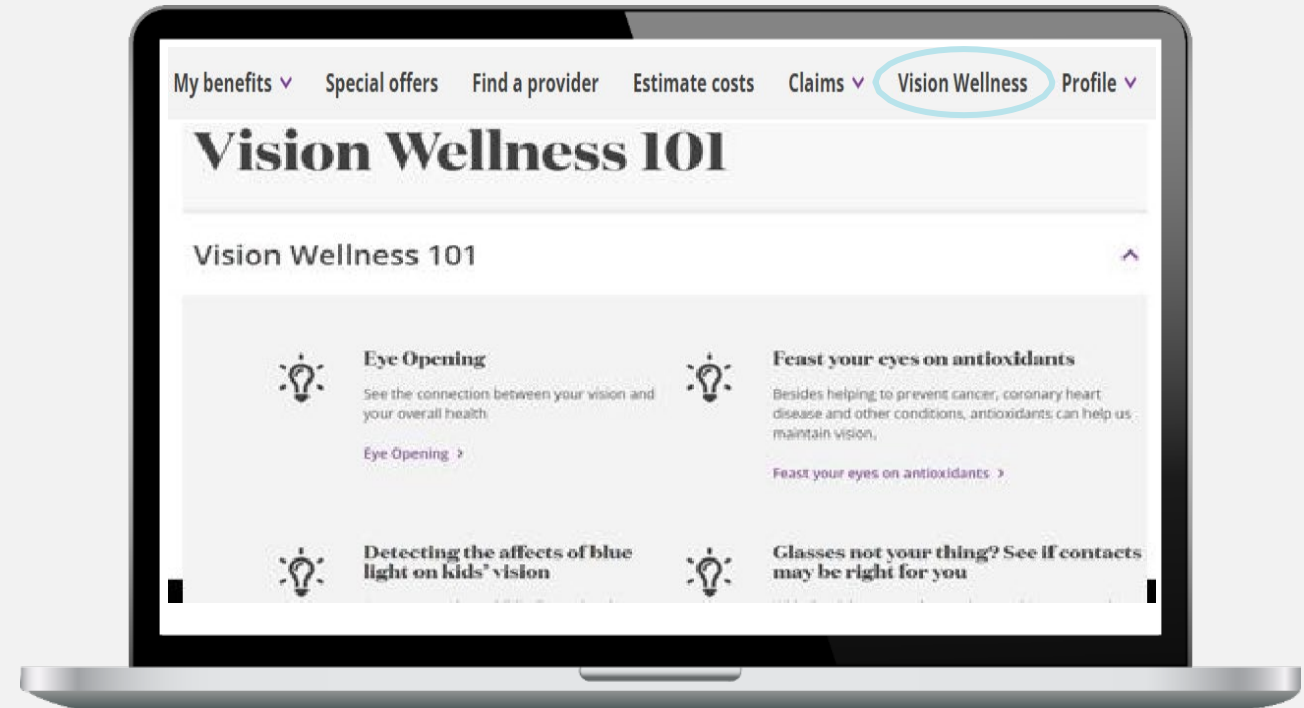
[Download the form](#)



Vision Wellness page

Vision wellness provides access to information on topics like:

- Detecting the affects of blue light
- Diabetes and your eyes
- The basics of LASIK
- How annual eye exams can detect silent disease

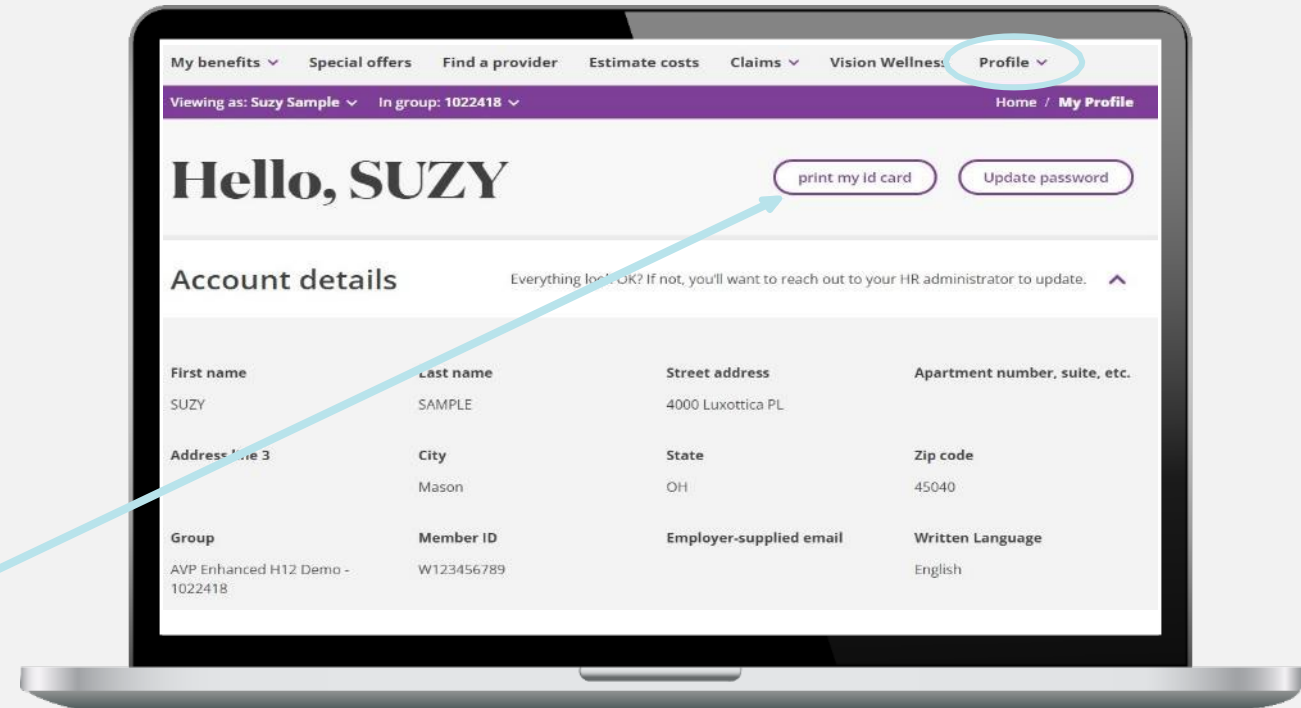
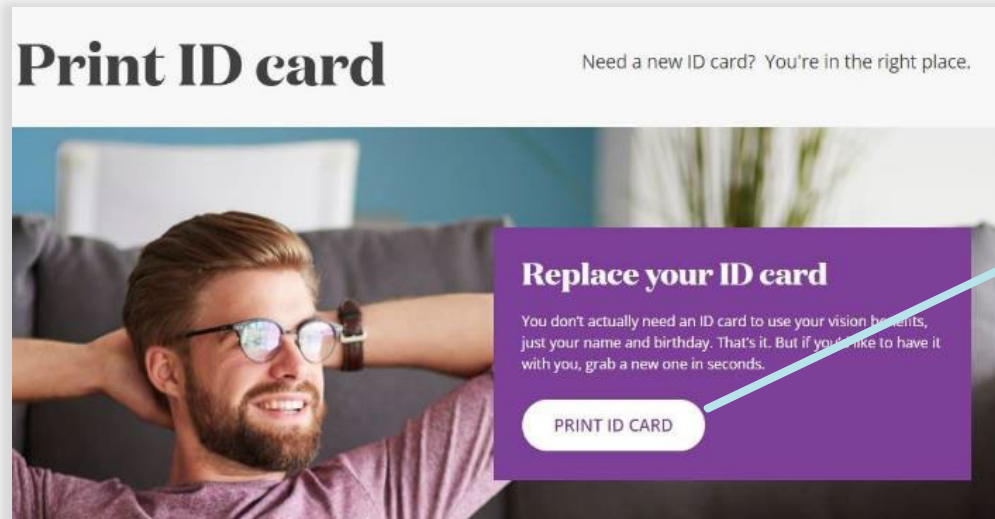


Profile page

On the profile page, members can review their account details. They also can:

- Print their ID card
- Change their password

Note: If their address needs to be updated, we must receive the update from the employer through Aetna which will flow to the claim/call system and member website.



Member support and FAQ's

From the Support drop down, members can:

- View common FAQ's
- Access our Contact Us form and phone number
- Find forms

Contact Us

Get in touch and we'll talk about how we can help you see life to the fullest. For additional assistance contact the Customer Care Center at **1-877-9-SEE-AETNA (1-877-973-3238)**.

Your name

FIRST NAME * LAST NAME *

Your contact information

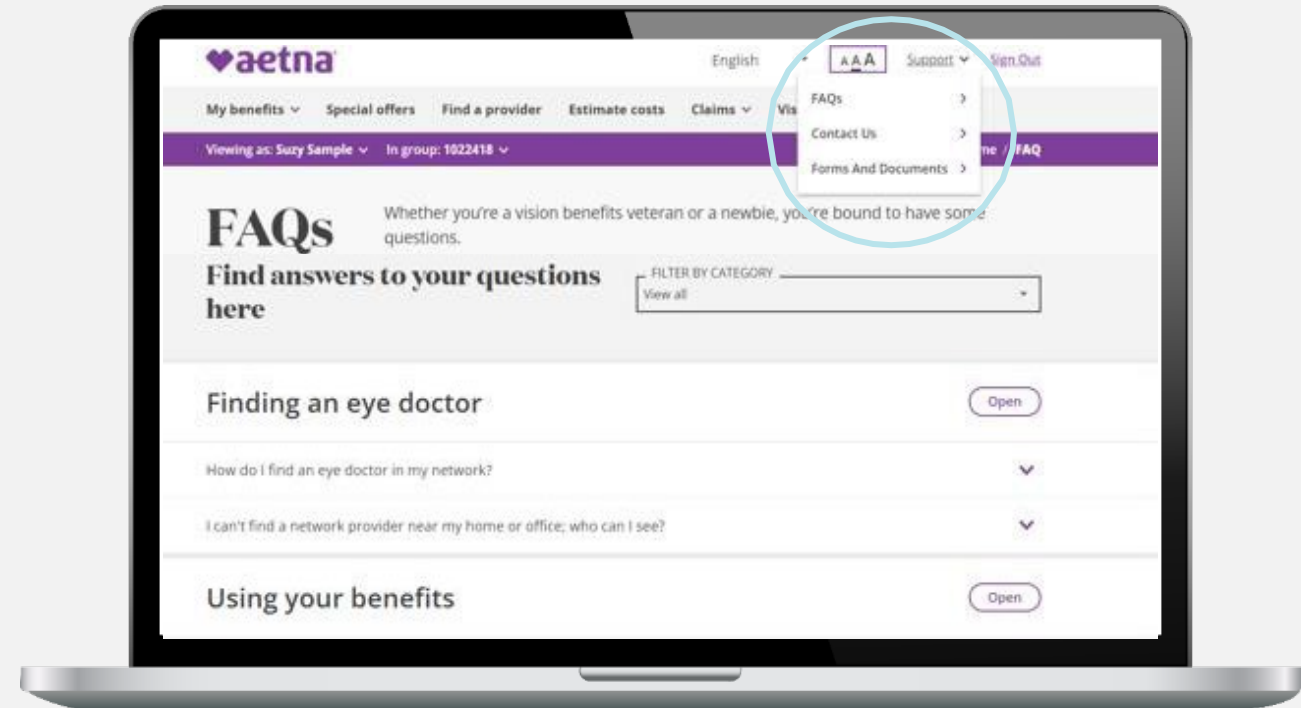
EMAIL ADDRESS * DATE OF BIRTH (MM/DD/YYYY) *

What are you contacting us about?

REQUEST TYPE * SUBJECT *

MESSAGE *

Click or drop files here to upload (.pdf, .doc, .docx, .txt)
There is a 5 file, 25 MB total-file limit to attachments



Prefer mobile?

Members can download the **Aetna VisionSM Preferred** mobile app to manage their benefits on the go with many of the same features as the website, such as:

- Find a provider
- My benefits
- Special offers
- ID card
- Estimate cost of care
- View claims

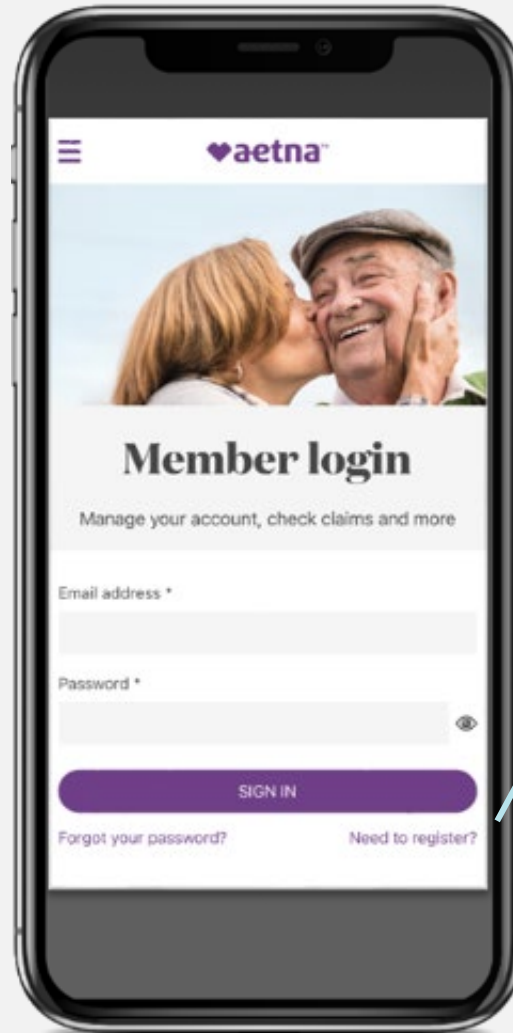
Plus, the ability to store prescriptions and reminders





Member registration/login

Members must register for an account by entering:

- First and last name
- Date of birth
- Member ID (Aetna generated ID on ID card) or last 4 digits of SSN (if we have SSN on file)
- ZIP code
- Email address





 Home

Register Today

Let's get started — enter your information below. Required fields are marked with an asterisk (*).

First Name *

Last Name *

John

Smith

Date of Birth (MM/DD/YYYY) *

MM / DD / YYYY

Member ID *

Last 4 of SSN *

000000000

OR

0000

Your SSN can be used if your employer has it on file.

Zip Code *

Email/User ID *

00000

jsmith@example.com

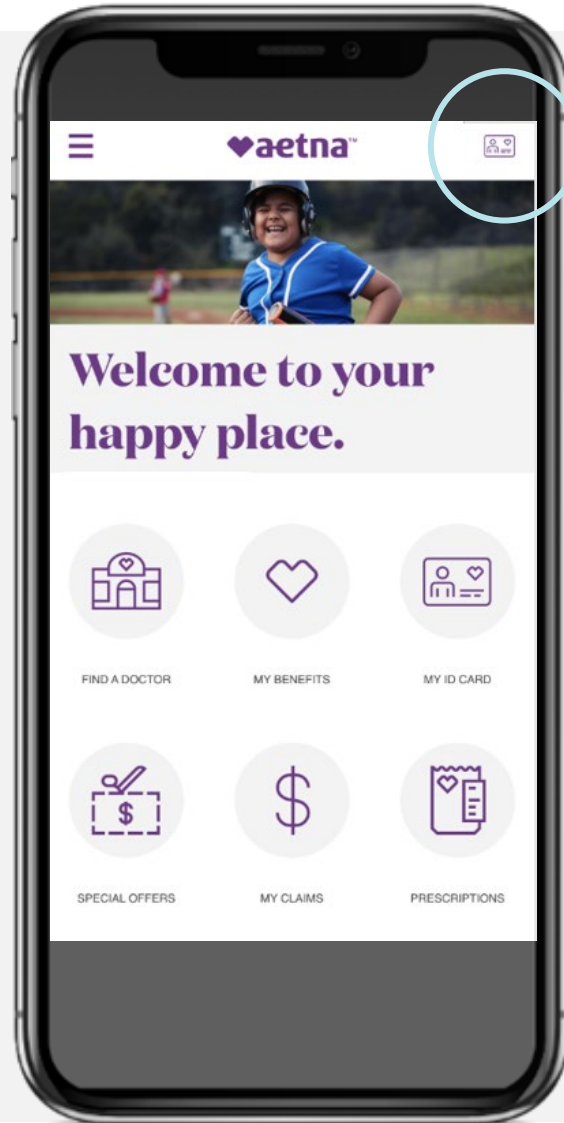
☒

I'd like to receive information about my vision care benefits and vision wellness via email.

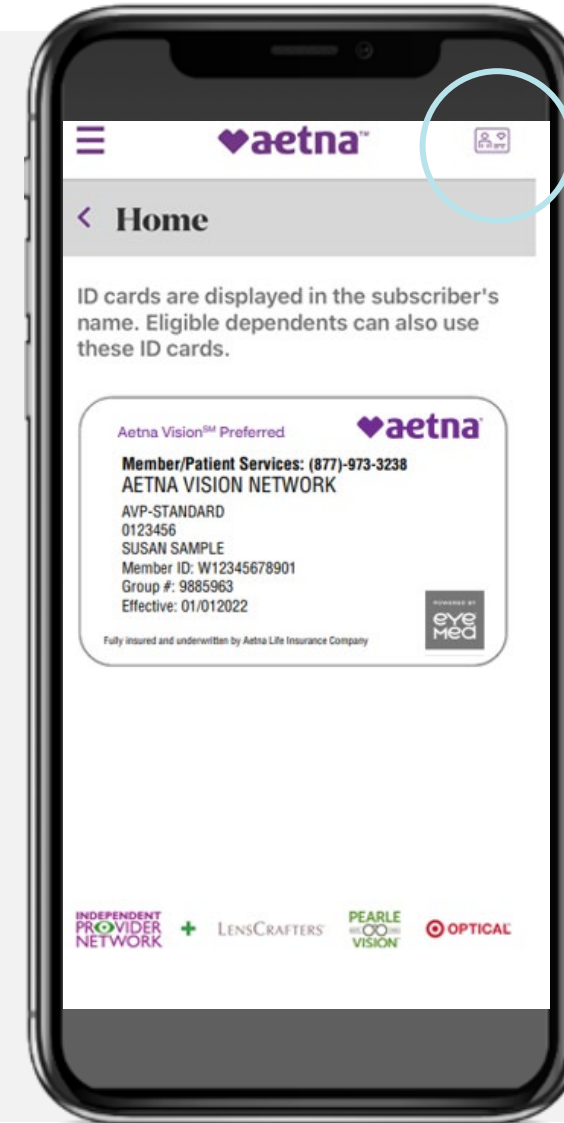
Home page

Members easily access common features from the home page such as:

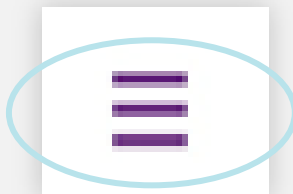
- Find a provider
- My benefits
- My ID card
- Special offers
- My claims
- Prescriptions



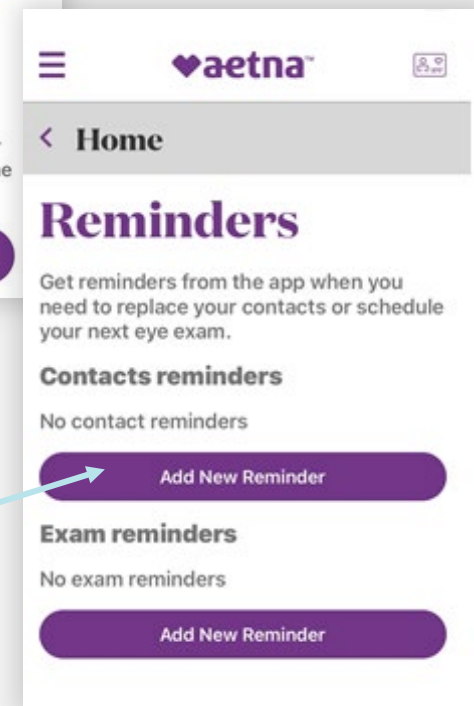
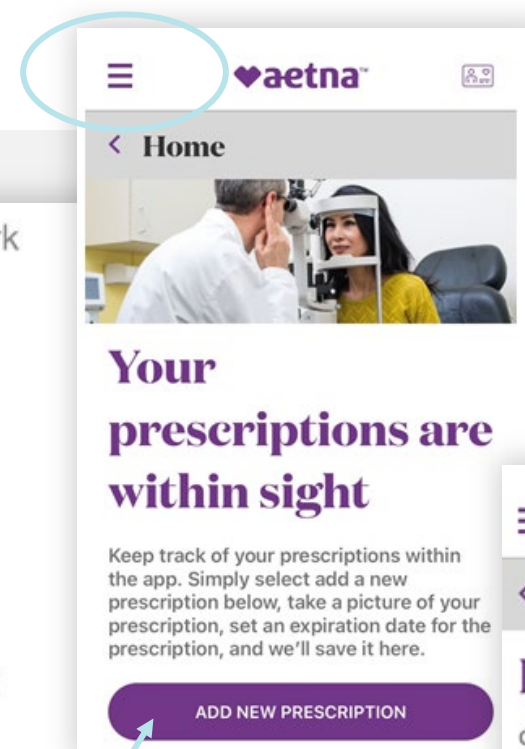
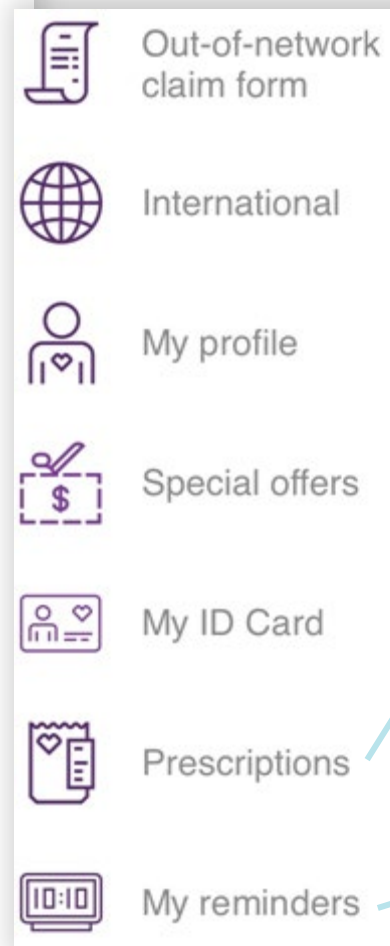
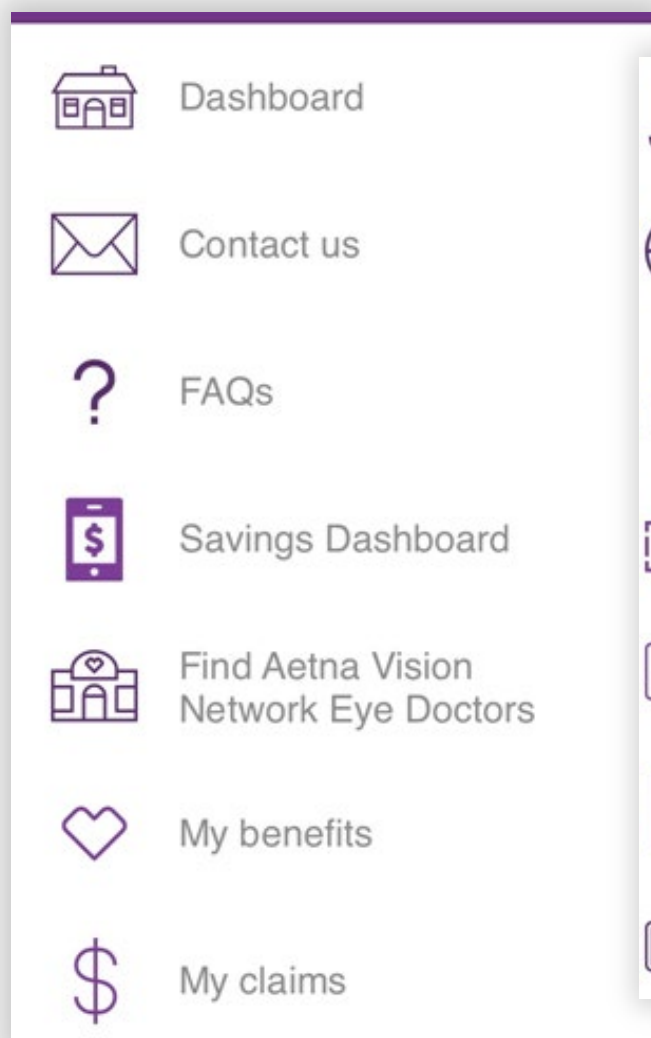
Note* The ID card can be accessed from any page by clicking the icon in the upper right corner



Dashboard



Members can click on the three lines in the upper left corner to access their dashboard and see all the features the app has to offer.



Appendix

AetnaVision.com

Registration page

Members may register directly on
AetnaVision.com to view vision information



- Dependents over age 18 (including spouses) must create their own registration
- Member ID is listed on their ID card they received in the mail
- If the employer supplies a unique employee ID, student ID # or another number in the SSN field, they can use the last 4 digits of that number in the SSN field
- Members can't register or access their vision plan information through SSO from **Aetna.com** or directly via **AetnaVision.com** until their plan becomes effective and the call/claim dept. has received and loaded the eligibility

Registration

Let's get started — enter your information below. Required fields are marked with an asterisk (*).

FIRST NAME *

LAST NAME *

DATE OF BIRTH (MM/DD/YYYY) *

MEMBER ID *

OR

LAST 4 DIGITS OF SSN *

Note: Your SSN can be used if your employer has it on file. If we don't, use your Member ID.

ZIP CODE

Note: A 5 digit Zip code

USER ID/EMAIL *

Note: Must be a valid Email address

☒ Yes, I'd like to receive information about my vision care benefits and vision wellness via email.

Note: Rest assured, we'll never sell your email address to a third party.

CREATE AN ACCOUNT

Legal disclaimer

Certain claims administration services are provided by First American Administrators Inc. and certain network administration services are provided through EyeMed Vision Care ("EyeMed") LLC.

This material is for information only. Vision insurance plans/policies contain exclusions and limitations. Providers are independent contractors and are not agents of Aetna. Aetna does not provide care or guarantee access to vision services. Information is believed to be accurate as of the production date; however, it is subject to change.