

Point32Health

Member Guide

For Point32Health Vision Plans & Services





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Vision Product Overview

See more clearly with Point32Health Vision

- Full coverage of vision exams, lenses, and frames for adults and children¹
- Choose any frame, lens, or contacts based on your needs²
- Use both your frame/lens AND contact allowance in the same benefit year
- Exclusive member savings including laser vision correction from LASIK
- 40% off a second set of frames or prescription lenses
- An additional 20% off any remaining frame balance
- 20% off any non-covered item
- Discounted hearing aids from Amplifon
- International travel replacement coverage and support³
- Access to a wide array of retailers, including online options, for added choice and convenience

Secure Member Account

Manage your benefits, check claims, find providers, and get your ID card, visit point32health.org/vision-login

Participating Providers

Find a provider near you, visit point32health.org/find-an-eye-doctor

Member Service & Support

We're here to help, call **844-949-2173**
Monday to Saturday 8 AM – 11 PM EST
Sunday 11 AM – 8 PM EST





SmartStart Program

Make your switch to Point32Health Vision easier than ever.



New plan. New benefits. Questions answered.

- How soon do I get my ID card?
- How can I confirm coverage for an upcoming appointment or vision exam?
- How do I find vision providers in the network?

SmartStart will guide you through enrollment even before your plan is active.

Pre-enrollment phone line

Our dedicated team will help answer your questions about your new benefits and coverage — providing needed support even before your new plan is active.

Contact us at SmartStart@harvardpilgrim.org or call 866-874-0817 for answers to your questions.

Member online secure account

Visit point32health.org/vision-login to activate your secure account and quickly access your vision plan benefits and information.

- View your ID card
- Find a provider
- Check your claims status
- Access value-added services

SCHEDULE OF BENEFITS

Insight 201 Point32Health Vision 360 – Plan CV0000700064 / 10000064

BENEFIT FREQUENCY		
Vision Examinations		
Comprehensive Eye Examination	once per calendar year	Insured Person
Vision Materials		
Frame	once per two calendar years	Insured Person
Lenses and Lens Options	once per calendar year	Insured Person
Contact Lenses	once per calendar year	Insured Person

<i>BENEFIT</i>	<i>In Network</i>		<i>Out of Network (Reimbursement up to)</i>
	Insight 201 360 In-Network Provider	In-Network Provider	Out-of-Network Provider
Vision Examinations Unless otherwise indicated, the various Vision Examinations are in addition to the Comprehensive Eye Examination if recommended by the Provider.			
Comprehensive Eye Examination	\$0 Copayment	\$10 Copayment	\$57
Retinal Imaging Examination	\$39		\$0
Contact Lenses Fit and Follow-up Contact Lenses Fit and Follow Up is available once a Comprehensive Eye Examination has been completed.			
Standard	\$40 Copayment		\$0
Premium	10% Discount		\$0
Medically Necessary	\$0 Copayment		\$0
Vision Materials			
Frame	\$200 Allowance	\$150 Allowance	\$90
Contact Lenses Only one of the following Contact Lenses benefits may be used for the Contact Lenses benefit.			
Conventional	\$150 Allowance		\$90
Disposable	\$150 Allowance		\$90
Medically Necessary	\$0 Copayment		\$210

<i>BENEFIT</i>	<i>In Network</i>	<i>Out of Network (Reimbursement up to)</i>
	In-Network Provider	Out-of-Network Provider
Standard Plastic Lenses		
Single Vision	\$10 Copayment	\$47
Bifocal	\$10 Copayment	\$79
Trifocal	\$10 Copayment	\$113
Lenticular	\$10 Copayment	\$113
Progressive –Standard	\$75 Copayment	\$79
Premium - Progressive		
Tier 1	\$110 Copayment	\$79
Tier 2	\$120 Copayment	\$79
Tier 3	\$135 Copayment	\$79
Tier 4	\$75 Copayment, 20% off retail price less \$120 Allowance	\$79
Lens Options		
Anti-Reflective Coating		
Standard	\$45 Copayment	\$0
Premium		
Tier 1	\$57 Copayment	\$0
Tier 2	\$68 Copayment	\$0
Blue Light	\$15 Copayment	\$0
Photochromic Non-Glass Lens	\$75 Copayment	\$0
Polycarbonate Lenses – Standard	\$40 Copayment – Adult \$0 Copayment – Pediatric under 19	\$0 - Adult \$22 – Pediatric under 19
Scratch Coating – Standard Plastic	\$0 Copayment	\$10
Tint –Standard	\$15 Copayment	\$0
UV Treatment	\$15 Copayment	\$0



NOTICE OF NON-DISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

Your plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, religion, national origin, gender/gender identity, age, mental or physical disability, limited English proficiency or genetic information. Your plan does not exclude people or treat them differently because of race, ethnicity, religion, national origin, gender/gender identity, age, mental or physical disability, limited English proficiency or genetic information.

For people with disabilities, we offer free aids and services, such as sign language interpreters, Braille, large print, audio, and accessible electronic formats. If you request information in an accessible format, you won't be disadvantaged by any additional time necessary to provide it. This means you will get extra time to take any action if there's a delay in fulfilling your request. For people whose primary language is not English, we offer language assistance services through interpreters and other written languages.

If you believe that your plan has failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance, by emailing eyemedQA@eyemed.com or calling 1-866-939-3633.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>.

TRANSLATION SERVICES

We have free interpreter services to answer any questions you may have about our health, drug, or vision plan. To get an interpreter, just call us at 1-888-249-5194; access TTY services by dialing 711. Someone who speaks your language can help you. This is a free service.

FOR NO COST TRANSLATION, CALL 1-888-249-5194 (TTY: 711).

ARABIC. 711) للخدمة ترجمة مجانية إلى اللغة العربية، الرجاء الاتصال بالرقم 1-888-249-5194 للحصول على خدمة الهاتف النصية: 711).

CHINESE 如需免費的繁體中文翻譯服務，請致電1-888-249-5194 (聽障電話：711)。

FRENCH Pour une traduction gratuite en français, appeler le 1-888-249-5194 (TTY : 711).

GERMAN Benötigen Sie eine deutsche Übersetzung, rufen Sie bitte die 1-888-249-5194 (TTY: 711).
Die Übersetzung ist für Sie kostenlos.

GREEK Για δωρεάν μετάφραση στα ελληνικά, τηλεφωνήστε στο 1-888-249-5194 (TTY: 711).

GUJARATI વિના મૂલ્ય ભાષાંતર માટે, કૌલ કરો 1-888-249-5194 ટીટીવાય: 711)

HAITIAN CREOLE Pou w ka jwenn tradiksyon gratis an Kreyòl Ayisyen, rele 1-888-249-5194 (TTY: 711).

HINDI भाषा में िशुल्क अनुवाद के लिए, 1-888-249-5194 पर कॉल करें। (TTY: 711).

ITALIAN Per servizi di traduzione gratuiti in Italiano, chiamare il 1-888-249-5194 (TTY: 711).

JAPANESE 日本語への無料翻訳をご希望の場合は、1-888-249-5194 までお電話ください (TTY: 711)

KHMER ដើម្បីទទួលបានការបកប្រែដោយឥតគិតថ្លៃជាភាសាខ្មែរ សូមទូរសព្ទទៅ 1-888-249-5194។ (TTY: 711)។

KOREAN 무료 한국어 번역을 원하시면 1-888-249-5194 (TTY: 711) 번으로 전화하십시오.

LAOTIAN ສາວັ ບການທູ ເສຍຄ່າ ໃນການແປພາສາລາວ, ກະລຸນາ ນາໂທ 1-888-249-5194 (TTY: 711).

NAVAJO T'áá ch'íík'eh shá atxa' hodoonih nínízingo, koji' hodíílnih 1-888-249-5194 (TTY: 711).

PERSIAN 711) .(TTY: 711) برای ترجمه بدون هزینه در فارسی، با 1-888-249-5194 تماس بگیرید

POLISH Tłumaczenie bezpłatne w Polski, Tel. 1-888-249-5194 (TTY: 711).

PORTUGUESE Para uma tradução gratuita para português, contacte o número 1-888-249-5194 (TTY: 711).

RUSSIAN За бесплатным переводом на русский язык обращайтесь по номеру телефона 1-888-249-5194 (TTY: 711).

SPANISH Para traducción sin costo en español, llame al 1-888-249-5194 (TTY: 711).

TAGALOG Para sa walang bayad na pagsasalin sa Tagalog, tumawag sa 1-888-249-5194 (TTY: 711).

VIETNAMESE Về dịch vụ phiên dịch tiếng Việt miễn phí, hãy gọi 1-888-249-5194 (TTY: 711).

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