

# FREQUENTLY ASKED QUESTIONS

## **Q: HOW DO I RECEIVE CARE?**

**A:** To access your vision benefit:

1. Locate the National Vision Administrators' (NVA) provider most convenient for you by visiting [e-nva.com](http://e-nva.com), or call NVA's Member Service Department toll-free at 855-272-4537.
2. Schedule an appointment. When making the appointment tell the office that you are an NVA member and provide your name and your subscriber number.
3. When you arrive, identify yourself as an NVA member and present your ID card.
4. Your NVA provider will take care of the rest.

## **Q: CAN I USE ANY VISION CARE PROVIDER?**

**A:** Yes, you may use any licensed provider or an NVA participating provider. Visit [e-nva.com](http://e-nva.com) for a listing of participating network providers. When you or your dependent(s) incur expenses for covered vision services, payments will be made in accordance with the list of benefits and services.

By receiving your vision care from a participating NVA network provider, you benefit from NVA's pre-negotiated fee schedules. Using a participating provider can reduce your out-of-pocket costs.

## **Q: HOW DO I FILE A CLAIM?**

**A:** It is the responsibility of the provider to verify eligibility and submit the claim for in-network services. If you visit an out-of-network provider, you will be responsible for paying the provider in full at the time of service, and then submitting the claim and itemized receipts to NVA for reimbursement.

To ensure timely payment, contact NVA's Member Service Department toll-free at 855-272-4537, or visit [e-nva.com](http://e-nva.com) to request an out-of-network claim form. Mail the completed form along with the itemized paid receipts for services and materials to the following:

NVA Claims Department  
P.O. Box 2187  
Clifton, NJ 07015-2187

## **Q: WILL I BE ABLE TO CHOOSE ANY EYEWEAR PRODUCT AVAILABLE AT AN NVA PROVIDER LOCATION?**

**A:** Yes! With NVA, you can apply your benefit toward any available frame or brand of contact lenses that fits your lifestyle. Simply consult with your provider if you have any questions about how your vision care plan will be applied toward your eyewear purchase.

## **Q: HOW DO I ACCESS THE LASER VISION DISCOUNT?**

**A:** Call 877-295-8599 or visit [e-nvalasik.com](http://e-nvalasik.com) to find the laser correction provider most convenient for you. Schedule a consultation with the provider. You will receive a free consultation with all in-network providers.

## **Q: WHAT ONLINE FEATURES ARE AVAILABLE?**

**A:** As a Dominion member you may access our secured administration website at [DominionDental.com](http://DominionDental.com). Secure member Web pages are fully interactive and allow members access to view eligibility records, view and print plan documents and request additional services. Please go to [DominionVision.com](http://DominionVision.com) and in the upper right-hand corner of the Web page go to "Log In."

## **Q: WHO DO I CONTACT WITH OTHER QUESTIONS ABOUT THE VISION PLAN?**

**A:** Call NVA's toll-free number at 855-272-4537 to speak with a live representative 24 hours a day, seven days a week. Or access a number of automated features available online at [e-nva.com](http://e-nva.com).

## **Q: What is my dependent age limit?**

**A:** Under this policy, a dependent child is covered up to the child's {Dependent age} birthday, and for a full-time student, up to the child's {Student age} birthday. This supersedes your *Certificate of Coverage* or *Vision Policy*, if different. All other provisions of your *Certificate of Coverage* or *Vision Policy* apply.