



**Help and Questions**



**Your ID Card**



**Filing a Claim**



**Covered Vision Procedures**



**Choosing a Vision Provider**

## HOW TO CONTACT US:

**Email us at**

**[eBenefits@standard.com](mailto:eBenefits@standard.com)**

*While it is unlikely, be aware that communication via email can be intercepted in transmission or misdirected. Please consider communicating any sensitive information by fax or mail.*

**Or call us at:**

**855.737.4575 option 6**



Easy Online Benefits From TheStandard®

# FREQUENTLY ASKED QUESTIONS Your Vision Plan

## Help and Questions

### 1 | How can I find out which plan I'm enrolled in?

Your vision coverage is under the VSP Choice Network.

Before you take any covered dependents to your eye doctor, please contact VSP Member Services at 1.800.877.7195 to provide dependent information.

#### **VSP™ members**

You can access a separate FAQ with member portal instructions and coverage/claims information [here](#).



Easy Online Benefits From TheStandard®

## FREQUENTLY ASKED QUESTIONS: **Your Vision Plan**



### [Help and Questions](#)



### [Your ID Card](#)



### [Filing a Claim](#)



### [Covered Vision Procedures](#)



### [Choosing a Vision Provider](#)

## HOW TO CONTACT US:

**Email us at**

**[eBenefits@standard.com](mailto:eBenefits@standard.com)**

*While it is unlikely, be aware that communication via email can be intercepted in transmission or misdirected. Please consider communicating any sensitive information by fax or mail.*

**Or call us at:**

**855.737.4575 option 6**

## Your ID Card

### 1 | **Where can I get an ID card?**

There are no Vision ID cards for Agility. Simply inform your provider that you have Vision coverage under the VSP Choice Network. They will be able to verify your benefits by looking up your date of birth and last four digits of your SSN.

### 2 | **Do I need an ID card?**

No, you don't need an ID card. Your vision provider can use your policy number to verify your benefits. If you don't know your policy number, please contact us using the information provided in the left-hand column.



Easy Online Benefits From TheStandard™

## FREQUENTLY ASKED QUESTIONS: Your Vision Plan



### [Help and Questions](#)



### [Your ID Card](#)



### [Filing a Claim](#)



### [Covered Vision Procedures](#)



### [Choosing a Vision Provider](#)

## HOW TO CONTACT US:

### Email us at

[eBenefits@standard.com](mailto:eBenefits@standard.com)

*While it is unlikely, be aware that communication via email can be intercepted in transmission or misdirected. Please consider communicating any sensitive information by fax or mail.*

### Or call us at:

**855.737.4575 option 6**

## Filing a Claim

### 1 | Who submits my claim?

After you pay your provider, you or your provider will send us a claim for reimbursement.

### 2 | Do I have to use a certain form?

You can send us any vision claim form. If you'd like to use ours, click [here](#) to download a copy.

### 3 | Where do I send the claim?

#### Group Claims

P.O. Box 82622  
Lincoln, NE 68501-2622

Or, you may fax claims to 402.467.7336. If you have any questions on how to submit a claim, contact us using the information provided in the left-hand column.

### 4 | How much time do I have to submit a claim?

You or your provider should send us claims within 90 days of the date you receive treatment, or within the time frame specified in your certificate of coverage. See the Proof of Loss section for details. You can access your certificate through your employer.

### 5 | I think a vision service should be covered, but it was denied. What should I do?

You can file an appeal or grievance. Ask your employer for a copy of your certificate of coverage. Look for the section named Grievance and Appeal Procedure, which is specific to the state your employer is in. Follow the instructions to send us the needed information.

Reach out to us with questions about the process or to check the status of your appeal or grievance. Please contact us using the information provided in the left-hand column.

### 6 | I want to allow another person to talk to you about my vision claims. Can I do that?

Yes, if you'd like to authorize us to release your vision claim information to another person, you can download, complete and mail (or fax) us an [Authorization to Release Health-Related Information form](#).

The Privacy Rule under the Health Insurance Portability and Accountability Act of 1996 provides you with certain rights. It also states our responsibilities, as your vision insurance provider, to protect the vision health information we maintain about you.

For details about your rights under the HIPAA Privacy Rule, including how to act on these rights, please review the [HIPAA Notice of Privacy Practices](#).



Easy Online Benefits From TheStandard®

## FREQUENTLY ASKED QUESTIONS: **Your Vision Plan**



**Help and Questions**



**Your ID Card**



**Filing a Claim**



**Covered Vision Procedures**



**Choosing a Vision Provider**

### HOW TO CONTACT US:

**Email us at**

**[eBenefits@standard.com](mailto:eBenefits@standard.com)**

*While it is unlikely, be aware that communication via email can be intercepted in transmission or misdirected. Please consider communicating any sensitive information by fax or mail.*

**Or call us at:**

**855.737.4575 option 6**

## Covered Vision Procedures

### 1 | **What vision procedures are covered?**

Your certificate of coverage has a list of vision benefits and frequencies. Ask your employer for a copy. Questions? Please contact us using the information provided in the left-hand column.



Easy Online Benefits From TheStandard®

## FREQUENTLY ASKED QUESTIONS: **Your Vision Plan**



### [Help and Questions](#)



### [Your ID Card](#)



### [Filing a Claim](#)



### [Covered Vision Procedures](#)



### [Choosing a Vision Provider](#)

## HOW TO CONTACT US:

### Email us at

[eBenefits@standard.com](mailto:eBenefits@standard.com)

*While it is unlikely, be aware that communication via email can be intercepted in transmission or misdirected. Please consider communicating any sensitive information by fax or mail.*

### Or call us at:

**855.737.4575 option 6**

## Choosing a Vision Provider

### 1| **Do you have a vision provider network?**

Your vision plan through The Standard does not use a provider network. You have the freedom to choose any vision provider.

Standard Insurance Company | [standard.com](http://standard.com)

The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Oregon. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary.