



WELCOME TO EYEMED

Vision benefits for every set of eyes

State of New Mexico

Plan Year:
January 1 – December 31, 2024

eye
Med



An eye on your health: Comprehensive eye exams

An eye exam can be one of the first places to detect some serious eye and health conditions – like high blood pressure, high cholesterol and diabetes. Eye exams are essential for kids also, since vision issues can seriously impact a child's ability to learn.

And because you have EyeMed, your family can see eye doctors who offer the latest in digital exam technology and retinal imaging, giving them the best look into your eyesight.

The routine wellness exam includes:

- Dilation (if needed)
- Case history
- Patient observation
- Clinical diagnostic testing, including binocular function
- Refractive status
- Color vision testing
- Stereopsis testing
- Assessment, diagnosis and treatment plan



We've got you covered: Your vision benefits at-a-glance

Comprehensive eye exam every 12 months,
covered with \$10 copay – PLUS...



\$150 frame allowance
every 24 months



\$15 lens copay plus
fixed pricing on options,
every 12 months



\$150 contact lens
allowance, with coverage
for fit and follow-up
every 12 months

More than 500 of frames are covered under your allowance, on average, at each location.

Special offers for 2023¹

Rotating offers currently include:*

- LensCrafters®: Extra \$50 off a complete pair purchase
- Target Optical®: \$25 off everyday low prices
- Contactsdirect: Save 10%²
- Glasses.com: Get up to \$50 off any pair of designer sunglasses
- LasikPlus®: \$800 off LASIK²

*Discounts are in-network only and are not insured benefits. May not be available on all plans. Confirm if offered by your provider. Listed offers expire 12/31/2023. See offer for exclusions.

Everyday discounts*

- 40% off additional pairs of glasses
- Discounted, set pricing on hearing aids with Amplifon - up to 64% savings³
- 20% off any remaining frame balance
- 20% off noncovered items
- 15% off LASIK or 5% off promotional pricing
- Low fixed pricing for blue light-filtration lens coating
- Discounts through eyeRewards member program

1 Please see Special Offers on Member Web for details. 2 Offer can be combined with vision benefits but cannot be combined with other offers.

3 Average EyeMed member savings off manufacturer's suggested retail price as of 2021 through Amplifon Hearing. Prices differ based on hearing aid model purchased. Your actual savings may vary.

A few more benefit basics

Your frequency is based on the calendar year

If you receive an exam today, you are eligible again January 1, each year.

Contacts are in lieu of lenses only

Which means you are entitled to a full pair of glasses (frame & lenses) OR contacts and frames (you would then receive a 20% discount on your lenses).



Vision care savings with EyeMed

71% overall savings
vs. retail pricing*

	Retail cost	Member cost with SoNM benefits	Member cost Out-of-network
Exam and eyeglass purchase with single vision lenses	\$647	<u>\$135</u>	\$451
Exam and eyeglass purchase with progressive lenses	\$795	<u>\$241</u>	\$635
Exam, CL fitting and contact lens purchase	\$480	<u>\$120</u>	\$295

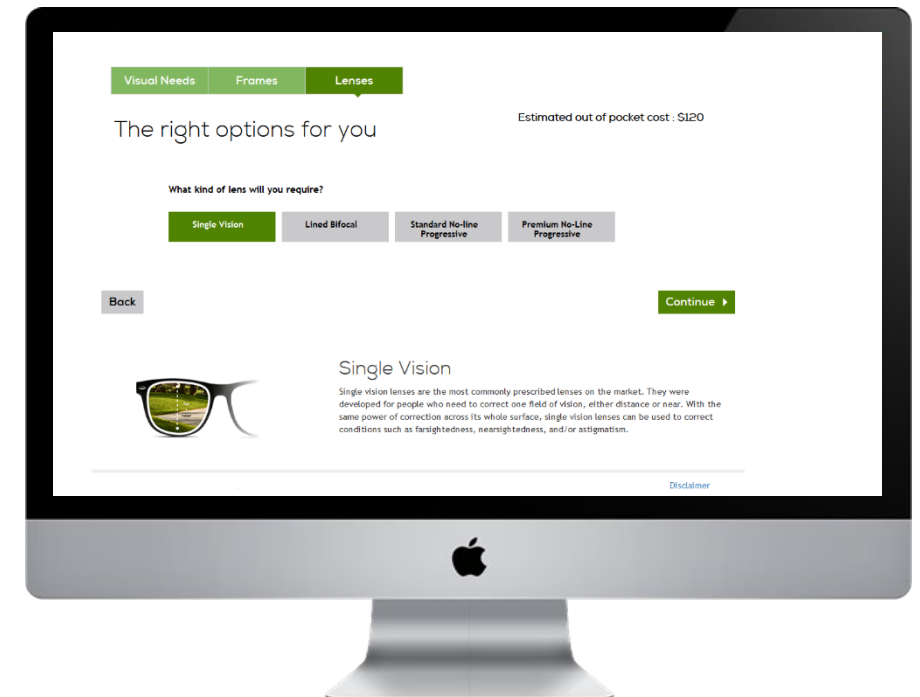
*Based on weighted average of sample transactions; retail cost based on industry averages, 2019. SoNM benefits applied; actual savings will depend on benefits, as well as provider, frame and lens selections.



Know Before You Go

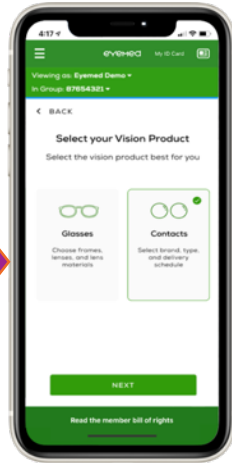
Our transparency tool lets you estimate your costs upfront:

- Members choose anticipated services and products
- Easy-to-understand explanations of differing types of frames, lenses, add-ons and contacts are included
- They see their plan-specific estimated out-of-pocket cost total (if any)
- Login at member.eyemedvisioncare.com/sonm to get started



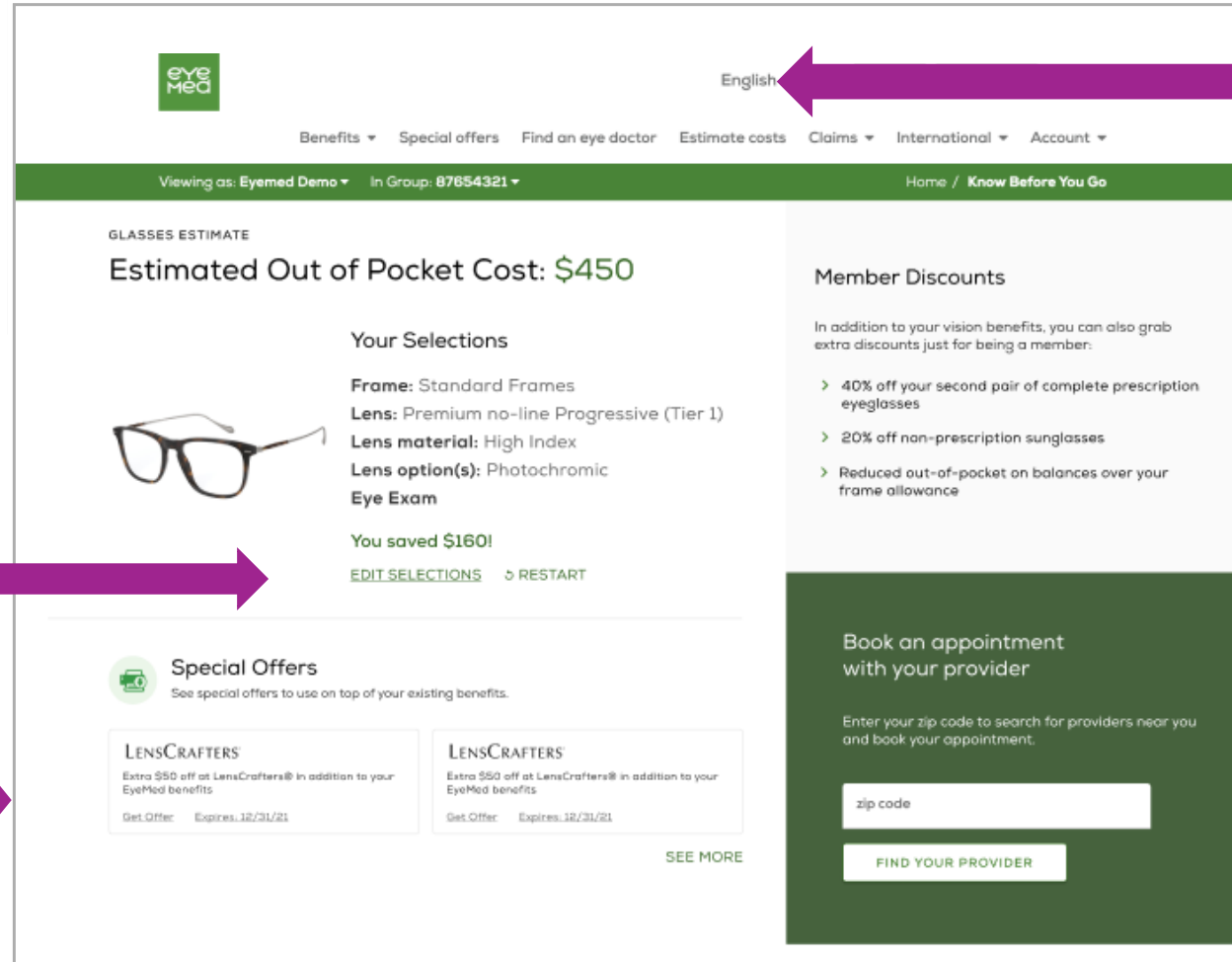
Know Before You Go updates

Mobile friendly:
Responsive design adapts to any device



Easy editing:
Ability to edit choices or restart; image changes based on your selection

Special offers integration:
Highlights top 2 offers in groups' offers package



English and Spanish:
Toggle languages between English and Spanish

Enhanced Provider Locator search:
When a member inserts their zip code, they'll be taken to the search results page

Find your best fit

You're on EyeMed's Insight network,
so you've got choices — lots of them

More than 397 provider access points at 151 locations, including:

INDEPENDENT
PROVIDER
NETWORK



LENSCRAFTERS'

PEARLE
VISION

OPTICAL

Plus, your local retailers:

Eye Associates of America, America's Best and Eyeglass World

Plus, online options:

LENSCRAFTERS'

OPTICAL

Ray-Ban

GLASSES.COM

contactsdirect

How to find an eye doctor



Use the Enhanced Provider Search
on
member.eyemedvisioncare.com/sonm



Download and use the EyeMed Members App
(available in the App Store or Google Play)



Check the listing of the closest
eye doctors from your Welcome Kit (you'll
get this after you enroll)



Your member tools

You received a Welcome Kit at the initial enrollment detailing your vision benefits and the closest eye doctors.

And using your benefits couldn't be easier with access to two convenient digital tools – plus support from EyeMed's award-winning Customer Care Center.¹

Call us: **866.800.5457**

Or

EyeMed Members App

- Pull up ID card and add to your wallet (for iOS only)
- See benefit details
- Find an eye doctor and get detailed directions
- Load and save prescriptions
- Access special offers on vision products and services

member.eyemedvisioncare.com/sonm

- View benefits and eligibility status*
- Download ID cards and EOBs
- Find an eye doctor
- Schedule your eye exam
- Check claim status
- Download out-of-network claim form
- Get special offers



¹ Purdue University Benchmark Portal independent assessment of call centers nationwide
*Due to HIPAA regulations, members will not be able to view dependents over the age of 18

Introducing Mobile chat

1. Call **866.723.0596** from your mobile device
2. When you hear, "Do you want to find a provider?" **Choose No.**
3. To be connected to a chat agent, **press 1**
4. You'll get a **text message** with a link good for 24 hours
- 5. Click the link** and start chatting

Members love mobile chat because....

"Questions are answered right away!"

"Prompt resolution!"

"Chat is simple, quick and helpful."



Connect with a love agent, no
a chatbot



Agents are available Mon – Fri
From 6am – 7pm MST



We'll quickly get you to the
right person

Thank you!

Enroll today

There's more to
love with EyeMed

Learn more at
enroll.eyemed.com

The EyeMed logo, featuring the word 'eye' in a lowercase sans-serif font above the word 'Med' in a similar font, both in white on a purple square background.

eye
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