



Your Vision Plan

Welcome to Superior Vision, one of the premier vision benefits companies nationwide. The Superior Vision plan provides comprehensive eye exams, prescription eyewear, contact lenses, and value-added discounts through a large provider network of ophthalmologists, optometrists, and retail optical chain locations. Vision is an important part of your overall wellness, and we look forward to helping you keep your eyes and vision healthy.

To better understand the benefits and services offered by your plan, go to the member portal at www.superiorvision.com and create a login to our secure member area. Your personalized benefits information and a wealth of eye care and vision information will be at your fingertips.

Getting Started

Your ID card has information concerning benefit frequency, co-pays, and allowances. There is just one card for you and your dependents, and it isn't necessary to show it to your provider to receive services.

How to get started:

1. First choose an eye care provider, or verify that your current provider is part of the Superior Vision network. Go to www.superiorvision.com and click on "Locate a Provider" for the most current information. You may also call Customer Service at 800-507-3800.
2. Understand in- and out-of-network provider differences. Visiting an in-network provider always gives you the best value. You may visit out-of-network providers, but your out-of-pocket expenses will most likely be greater. If you see an out-of-network provider, call Customer Service to get an authorization; you will then need to file a claim to get reimbursed at the allowable amount as outlined in your Benefits Summary.
3. Visit our website to learn more about your vision benefits, print additional ID cards, learn about our SmartAlert wellness program, or get eye care and health information from our Vision Care Learning Center.

Disclaimer: All final determinations of coverage are governed by the Certificate of Insurance for your vision plan. Please check with your Benefits Administrator or Human Resources Department if you have any questions about what is covered by your plan. Remember that the Plan discount features are NOT insurance.

Frequently Asked Questions

Q: How do I know what providers are in the network and what services they provide?

A: The provider locator, found on Superior Vision's website lists all of the providers within the network and lists the services that each offers. You can search by zip code, or do an advanced search to find, say, a LASIK surgeon.

Q: What services are covered by my plan?

A: Refer to your enrollment materials to see which services are covered by your specific plan. Your ID card also shows a summary of your benefits, as well as any applicable co-pays. You can also log in to the secure section of the member portal of our website for your plan coverage, claims history, and other benefits information.

Q: What do I need to pay my in-network provider?

A: Co-pays are paid to your provider at the time of your visit. You are also responsible for paying the provider directly for all non-covered items and/or any amount over the allowances, minus available discounts.

Q: May I go to one provider for the eye exam and another provider for the materials?

A: Yes. We believe in enabling members to choose various providers based on your own preferences and budget constraints.

Q: Are discounts available?

A: Depending on your plan, you may be eligible for discounts off the retail charges for a variety of lens upgrades and add-ons, overages on frame allowances, and/or additional frame and lens purchases. Look for providers in the Provider Directory who accept discounts, as some do not; please verify their services and discounts prior to service as they vary by type of provider and service.

IMPORTANT: ID CARD ATTACHED

PLEASE REMOVE CARD AND RETAIN FOR USE - ONE ID CARD SUPPLIED PER FAMILY

Customer Service

800-507-3800
916-852-2277 fax

Claims Administration

P.O. Box 967
Rancho Cordova, CA 95741

Corporate / Customer Service

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Rancho Cordova, CA 95670

