



**Superior Vision®**  
*Our Members. Our Mission.*

## Vision FAQs and Hints For NC Bankers Association

Superior Vision benefits are an important component of your overall wellness. We provide for comprehensive eye exams, eyeglasses and contacts, and value-extending discounts. We pride ourselves in our large network in North Carolina and nationwide; we have MDs, ODs, and retail chain locations in our network, giving YOU the choice of service locations based on your preferences and budget. Visit our website at [www.superiorvision.com](http://www.superiorvision.com) to find out more.

### Frequently Asked Questions

**Q. How do I know what providers are in-network and what services they provide?**

A. The provider locator, found on Superior Vision's home page, lists all of the providers within the network and states the services that each offers. You can do an advanced search to find a LASIK provider.

**Q. What if my provider isn't in your network?**

A. You may fill out a Provider Nomination form, found within the member portal on our website. Email, fax, or mail this form to Superior Vision, and we will make every effort to contract with that provider. If you choose to visit an out-of-network provider, you will need to pay up front and submit a claim. Your benefits will also be less.

**Q. Are discounts available?**

A. You are 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. Services must be obtained from a provider indicated in our directory as "accepts discounts" as there are some providers who do not.

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

A. Yes, that is a nice feature of the Superior Vision plan. We like to give you choice as to how and where you access your vision care services.

**Q. How can I use my cosmetic (elective) contact lens allowance?**

A. You may choose to wear contact lenses in lieu of glasses as your vision correction. The specified allowance (depending on your plan) may be applied toward the purchase of any type of

elective contact lenses. You may also utilize our in-network online discounted contacts partner at [www.svcontacts.com](http://www.svcontacts.com).

**Q. Can I get both contact lenses and glasses with the Superior Vision plan?**

A. Your Outline of Benefits tells you the frequency with which you may receive benefits. You may choose to get contact lenses instead of the eyeglass frames and lenses benefit, but you cannot get both covered within a benefit year. After utilizing your benefits in full for materials, we offer great discounts on the unlimited purchase of additional frames, lenses, and contacts.

**Q. Do you cover LASIK surgery?**

A. While LASIK is not a covered benefit, Superior Vision has a large network of refractive surgeons nationwide who specialize in laser vision correction. These providers offer members a 20% discount off their surgical fees for these procedures. We have also contracted with three well-known LASIK provider networks for discounts from 5-47%.

**Q. What is Superior Vision's SmartAlert program?**

A. Superior Vision's SmartAlert program facilitates communication between you, your eye care provider, and your medical plan providers about lifestyle or health issues that may impact your eyes and vision. While participation is completely voluntary by both members and providers, participation may help you keep on top of current health issues or aid in the early recognition and diagnosis of something new. The SmartAlert program includes the *My Vision Lifestyle Update and Provider Communication* forms.

**For More Information:**

[www.superiorvision.com](http://www.superiorvision.com)

**Customer Service**

800-507-3800



# Getting Started Guide Member Portal

Your member portal gives you quick access to your vision benefits information. Member account information is shared by all covered family dependents; family members may log in as the primary member.

## Logging In

You can access the member portal by visiting our website at [www.superiorvision.com](http://www.superiorvision.com)



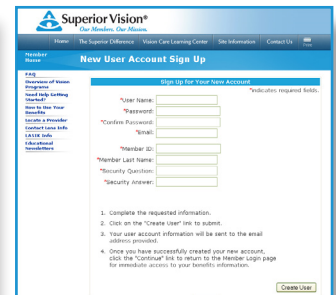
From the home page, select the "Members & Future Members" link.



From the member home page, click the "Secure Login" button.



Click on "New User". The New User Account screen will let you create your own username and password for the secure area of the site. You will have immediate access.

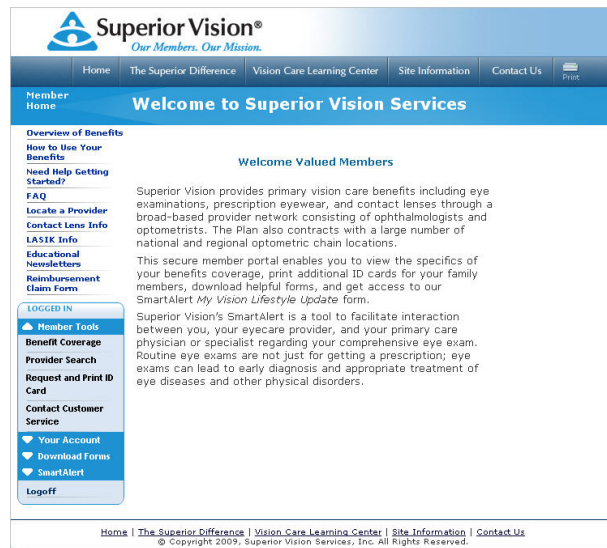


For all subsequent visits, enter your login information to access the member portal.

## Key Functions

Within the secure area, you will have access to key functions for using your benefits:

- Locate a provider
- View your benefits coverage
- Request and print ID cards
- Manage your Web user account
- Download forms
- Contact Customer Service



### Customer Service

800-507-3800

Monday – Friday 5:00 AM to 6:00 PM PST  
Saturday 8:00 AM to 1:30 PM PST