

## 2025 Supplemental Vision Benefit Frequently Asked Questions (FAQ)

### Background Information

Clever Care includes non-Medicare covered vision supplemental benefits on all plans for 2025. Please make sure to refer to the *Evidence of Coverage (EOC)* for details on the specific benefit.

Plan	Benefit Description (Annual Allowance)
Longevity	\$0 copay for 1 routine eye exam \$200 combined maximum every year for eyewear
Total+	\$0 copay for 1 routine eye exam \$200 combined maximum every year for eyewear
Value	\$0 copay for 1 routine eye exam \$200 combined maximum every year for eyewear

- **Who is our vendor?**
  - Clever Care's vision vendor is VSP Vision Care.
- **Do all Clever Care members have the benefit?**
  - Yes, non-Medicare covered Vision as a supplemental benefit is available to all Clever Care members for 2025.
- **Does the eye exam count towards the allowance?**
  - One routine annual exam is covered per year at \$0 copay, and it does not count against the allowance. The vision allowance may be used towards any combination of eyewear: Eyeglasses (frames & lenses), or Contact lenses, or Eyeglass lenses, or Eyeglass frames.

- **How do members identify an eye doctor in the VSP Vision Care network?**
  - VSP Vision Care locator
    - <https://www.vsp.com/eye-doctor>
  - By calling the customer service center number at (855) 492-9028 to speak with a representative.
  - Logging into their [Member Portal](#)
- **Does the member need a separate ID card?**
  - No. Cards are not needed for service. Members can give their Social Security number or a unique ID number to be found in their system.
- **Is there a standard fee schedule for frames and lenses?**
  - There is no standard fee schedule. There is one comprehensive material allowance for all plans. This is a single allowance that any material can be applied against for prescription glasses.
- **How do members track their remaining allowance balance?**
  - VSP's "My Dashboard," will display your vision coverage details, member info, and benefit history right at your fingertips. Plus, you can also find tips to keep your eyes healthy, locate VSP network eye doctors near you, and discover how you can save over \$3,000 with Exclusive Member Extras.
- **What is VSP's customer service number and business hours?**
  - Customer service center number for Clever Care members is (855) 492-9028
  - Monday - Saturday 6 a.m. to 5 p.m., Pacific Time.
- **Are there additional discounts that are available beyond the allowance?**
  - Yes - VSP's main website does provide various discounts.
    - Go to <https://www.vsp.com/offers> for more info.
    - Offers subject to change.