

Humana Vision FAQs

What do my Humana Vision benefits cover?

If you're new and considering Humana Vision, you'll want to connect with your employer to learn about the benefit options available to you. Already a member? The easiest way to find your benefit information is to create a member account on **Humana.com** or download the MyHumana mobile app (available on the App Store or Google Play™).

I don't wear glasses and can see well. Do I still need an eye exam?

Getting an eye exam isn't just about needing glasses; it's also about your overall health. An eye exam can detect common eye health problems like glaucoma or cataracts. It can also help identify early signs of more serious diseases like high blood pressure, diabetes and high cholesterol.¹

Does Humana Vision offer any extra discounts?

Yes, at participating in-network providers members get 40% off an extra pair of eyeglasses or 20% off a partial pair (lenses or frames only).^{*} Members also get 20% off non-prescription sunglasses and accessories, as well as discounts on Lasik vision correction. Call 1-877-398-2980 to find a Lasik vision correction location near you. *The discounts offered through this discount program are not insurance or insured benefits. The program is subject to change or may be discontinued, without notice and at any time.*

Can I use my Humana Vision benefits online?

Yes, you can instantly apply your in-network benefits at checkout at these participating providers: [lenscrafters.com](https://www.lenscrafters.com), [targetoptical.com](https://www.targetoptical.com), [ray-ban.com](https://www.ray-ban.com), [glasses.com](https://www.glasses.com) and [contactsdirect.com](https://www.contactsdirect.com). You'll also enjoy free shipping, free returns and no paperwork.

Can I get the same kind of care with a retail provider as I can with an independent doctor?

One advantage of using Humana Vision is that we verify the credentials of every in-network eye doctor, so you can feel confident you're getting access to qualified eye doctors and the services most beneficial to you. Many optometrists share space with a retail optical store, but operate a separate practice. All must meet the same state licensing and credential requirements.

How do I use my benefits?

You can start by searching for an in-network eye doctor at **Humana.com**. Then schedule your visit and go in for vision care or eyewear. You don't need your ID card — just provide your name and birthday. When you stay in-network, we'll handle all the paperwork for you.

How do I find an eye doctor in my network?

Use the "find a doctor" feature on **Humana.com** and the MyHumana app. We have thousands of in-network eye doctors to choose from, and you can filter your search to find the right one near you.

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How do I get on-the-go access?

The MyHumana app makes it easy to schedule eye appointments in the palm of your hand. The app also lets you review your benefits, find special offers, check claims and show your ID card.

How do I submit a claim?

When you visit one of our in-network eye doctors, you won't have to submit any claims. We take care of all the paperwork for you. If you need an out-of-network claim form, you can find one on your Humana account.

How do I get an ID card replacement or extra cards?

If you lose your card or need extras for your family, log into **Humana.com** to print a replacement. You may also view and print your ID card from the MyHumana app.

How often should I get an eye exam?

Vision changes can happen slowly — you may not even notice it. We suggest making vision a part of your preventive care routine with annual eye exams, or more frequent exams if your eye doctor recommends it.

At what age should my child first visit the eye doctor?

The American Optometric Association recommends a first eye exam between 6 months and 1 year of age.² The doctor may check for nearsightedness, farsightedness, astigmatism, amblyopia (or “lazy eye”) and proper eye movement. The next exam should occur between the ages of 3 and 5, and then continue once per year after that.

My child gets a vision screening at school, so there's no need for an eye exam, right?

A vision screening does not take the place of a comprehensive eye exam. School screenings generally check for color blindness and your child's ability to see far away. A comprehensive exam will evaluate the entire structure of the eye.

*Discounts are for in-network providers only. Benefits may not be combined with any discount, promotional offering, or other group benefit plans. Additional limitations and exclusions may apply. Log into your member account for full details.

¹“5 Health Problems Eye Exams Can Detect,” YourSightMatters.com, March, 2016.

²“Comprehensive pediatric eye and vision examination”; (2017 guideline brief); American Optometric Association; <https://www.aoa.org/Documents/AOA%20Executive%20>

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write your Humana insurance agent or the company. In the event of any disagreement between this communication and the plan document, the plan document will control.

Humana group vision plans are offered by Humana Insurance Company, HumanaDental Insurance Company, Humana Health Benefit Plan of Louisiana, Inc., Humana Insurance Company of Kentucky, Humana Insurance Company of New York, CompBenefits Insurance Company, CompBenefits Company, or The Dental Concern, Inc. In Arizona, group vision plans insured by Humana Insurance Company. In New Mexico, group vision plans insured by Humana Insurance Company.

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Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog - Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wódaahí béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك