

# Important updates to Cigna Healthcare Vision

New features and benefits are coming your way, starting July 1, 2024.



Healthy vision is important to your overall health. And by making sure you have the correct prescription for your glasses or contacts, you can help your eyes stay healthy for years to come. Cigna Healthcare<sup>SM</sup> wants to make sure taking care of your eyes is easy. That's why, when it comes to your eyewear, you'll enjoy enhanced benefits that offer convenience, choice and savings.

## What about your vision plan from Cigna Healthcare is changing?

Starting July 1, 2024, you will be able to take advantage of a larger network and more opportunities to save on both exams and eyewear. You'll also have access to enhanced tools that allow you to search for network providers, estimate costs and even schedule appointments online.\*

## How has the network changed?

The new network includes more than 24,400 independent provider locations and almost 11,000 national and regional retailer locations for added convenience and savings on the purchase of glasses and contacts. Every provider in our vision network is carefully selected to ensure you have the flexibility to choose the right option for your needs. Examples of national and regional retail providers include **LensCrafters<sup>®</sup>**, **Pearle Vision<sup>®</sup>**, **Target Optical<sup>®</sup>**, **Walmart Vision Center<sup>®</sup>** and **Sam's Club<sup>®</sup>**. Plus, we offer online in-network options through **LensCrafters.com<sup>®</sup>**, **Ray-Ban.com<sup>®</sup>**, **Glasses.com<sup>®</sup>**, **TargetOptical.com<sup>®</sup>**, **contactsdirect.com<sup>®</sup>** and **Oakley.com<sup>®</sup>**.

## How do I find an in-network provider?

For now, you can find an in-network provider by visiting **Cigna.com<sup>®</sup>** and using the provider locator.

Search for a new provider by location or name using the following steps:

**Cigna.com > Find a doctor > Employer or School > Additional Resources > Cigna Vision Directory (Served by EyeMed)**

Beginning on July 1, 2024, you will also be able to use **myCigna.com** or the **myCigna<sup>®</sup> app** to search for in-network vision care providers. Provider results will include additional information, such as languages spoken, office location, office hours, services provided, brands of designer frames sold and more. You can even make an appointment online with providers who offer this service.\*

Offered by Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

## What if my provider is not included in the new network?

You can still visit your provider by using the out-of-network benefits of your vision plan from Cigna Healthcare. However, you will need to pay the total amount due at your appointment. To get reimbursed, you can submit a claim form with an itemized receipt. The claim form can be found in the Forms Center of **myCigna.com**<sup>®</sup>. Keep in mind that you'll need to pay for charges not covered under your plan and it generally costs more to use an out-of-network provider. Choosing a new in-network provider will have lower out-of-pocket costs and help you to avoid filling out extra forms.

## What else can I do on myCigna.com?

You can also estimate costs, access your ID card information, and view details about your plan benefits and claims. You can even access special offers with eyewear retailers and online providers in the Cigna Healthcare Vision network. And it's all available 24/7 in up to 160 different languages.

## How will this change affect the timing of my vision benefits, such as the purchase of glasses?

The frequency for how often you can receive specific benefits will not change. Please review your plan information on **myCigna.com** for details.

## How will new or recent claims be managed?

All in-network claims will continue to be managed by your provider, who will submit them directly to Cigna Healthcare. Out-of-network claims will require you to submit a claim form that is available on **myCigna.com** in the Forms Center.

## Will I have a new ID card?

You will receive a new Cigna Healthcare ID card in the mail before July 1, 2024. Be sure to show your new ID card at your next vision care visit.

## Who do I contact with questions?

If you have questions about this transition or need help in searching for a vision provider, please call **1.800.564.7642**. After July 1, 2024, you'll be able to review your vision plan information, including network providers, at **myCigna.com**, and receive additional help at **1.888.353.2653**.



\*Online scheduling available with select providers.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company (Bloomfield, CT), or its affiliates. In Utah, offered/insured by Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

969624 b 02/24 © 2024 Cigna Healthcare. Some content provided under license.