



EMPLOYEE BENEFIT SERVICES

NATIONAL VISION ADMINISTRATORS FREQUENTLY ASKED QUESTIONS

School organizations are dynamic, and like our districts, SET's proprietary vision plans should be too. On examination of our SET Vision plans and Third-Party Claim Administrator partner, we found SET SEG had an opportunity to significantly enhance our vision plan offerings in benefit design, customer experience, and network access. Effective 7/1/2024, NVA (National Vision Administrators), an industry leader in the national vision benefits market, will be issued in as SET SEG's new vision plan third-party claim administrator and network partner.

Effective 7/1/2024 NVA portal access will be made available. Once you have created your account, you can view EOB statements, view/print ID cards, search for providers, view your plan, and more!

Who is NVA?

If you are not already familiar, NVA (National Vision Administrators) has been an industry leader in vision since 1979, administering innovative and cost-effective vision benefit programs. NVA has provided millions of people throughout the United States with vision care programs and access to their national, diverse provider network of eye care experts. NVA serves employers in both the private and public sectors and union welfare funds, as well as MCOs, third party administrators, and healthcare purchasing coalitions.

Do I have to re-enroll in my vision benefits?

No. Your enrollment into these vision plans is passive, meaning SET SEG will carry your elections forward into the new plan effective 7/1/24. You will have the option to change your vision benefits at your annual open enrollment.

Will I get a new ID card?

Yes. NVA will make available, through their online mobile app and employee-facing portal, the option to access and print ID cards. ADN will make available, through their online portal, the option to request ID Cards. If your district has SET dental and SET vision benefits with ADN on the same ID card, your existing ADN card will remain active for the benefits still in effect with ADN.

How do I access my new Vision ID card?

Steps for creating an employee account on NVA's portal will be provided. Here, you can access and print ID cards, verify provider network access, check your claim statements, access NVA perks, and much more.

Do we have access to a vision network now?

Yes. This transition to NVA has now provided you vision network access! This means your benefit dollars will stretch much further when you access in, and even out, of network vision providers.

Where do I go to check my claims and EOBs?

By visiting NVA's member web portal and creating an account, you can review a variety of plan details related to you and your dependents, as well as check claims and claim statements.

What should I do at my next vision provider visit?

At your next provider visit, share with the office your employer has a new vision carrier. The provider office will request your ID card information (accessible on the mobile app or print) and provide them the necessary information to process your services under the new plan.