

Enrollment Assistance Alert

Breaking News from Covered California

Subject line: Covered California: New Vision Coverage Options & SEP Quick Tips

New Vision Options for Covered California Consumers

Covered California and EyeMed have [partnered](#) to offer consumers an additional pathway to vision coverage. Consumers will now be able to shop for both vision carriers, EyeMed and VSP, via the [Covered California vision page](#).

Peek Into What EyeMed Individual Plans Offer:

View the [EyeMed Summary of Benefits handout](#) that details the three individual vision plans offered to Covered California consumers, including In-Network and Out-of-Network options. Enroll consumers directly with EyeMed year-round, during and outside of the Open Enrollment Period.

Consumers must contact EyeMed directly for any EyeMed-related questions:

Benefits and Provider Questions

Monday thru Saturday, 4:30 a.m. to 8:00 p.m. PST

Sunday, 8:00 a.m. to 5:00 p.m. PST

Billing and Policy Change Questions

Monday thru Friday, 5:00 a.m. to 6:00 p.m. PST

Phone: (844) 225-3107

Quick Tips for Special Enrollment

During our Special Enrollment Period Kick-off Tour we had the pleasure of interacting with many of our Certified Enrollers in the field. We took the feedback and questions received and crafted some quick tips formatted in a Q&A to better help you service consumers. Review these [Special Enrollment Quick Tips](#) to help answer common questions you may have about Special Enrollment. For more information on Special Enrollment, remember to also review our Special Enrollment webinar [slide deck](#), [video](#) and [Special Enrollment Tool Kit](#).

CEC/PBE Help Line Hours

Monday thru Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Memorial Day, Monday, May 30, 2016, Closed

Phone: (855) 324-3147

Click [here](#) for the CEC/PBE Help Line schedule.

Upcoming Outages

- Saturday, May 14 from 6:30 p.m. to Monday, May 16 at 6:00 a.m.