



2016 EyeMed Vision Coverage Quick Guide Certified Insurance Agents

Covered California's Pathway to Vision Coverage - EyeMed

Covered California and EyeMed have partnered to offer an optional vision coverage pathway. Consumers now can shop for EyeMed benefits via the [Covered California vision page](#).

Covered California EyeMed Vision Coverage

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:

- Bright Vision Benefits Plan
- Bold Vision Benefits Plan
- Healthy Vision Benefits Plan

While adult vision care is important for Covered California members, it is not an essential health benefit under the Affordable Care Act and eligibility and enrollment is handled directly through EyeMed. *Vision services for children are an essential health benefit and are included in all health plans purchased through Covered California.*

Enrollment in EyeMed vision plans is available year-round —both during and outside of the Open Enrollment Period.

Agent Appointment Process

- EyeMed may contact agents in June to begin the appointment process.
- To become appointed now, visit the [EyeMed agent page](#), review the FAQ and Agent Guide, complete the necessary forms (including a completed W-9), and sign the DocuSign® agreement.
- There is a fee to become appointed; however, agents can earn back a portion of the paid fee (see the Agent Guide found on the [EyeMed agent page](#)).
- Allow 14 days for appointment processing.
- Agents who are not certified with Covered California will be ineligible for appointment to sell EyeMed Individual plans and will receive notification from EyeMed.
- Once appointed, Covered California agents will receive:
 - A welcome email with login instructions to the EyeMed broker portal
 - The broker portal link where enrollment and commissions can be tracked
 - Each agent will have a unique URL to enroll consumers
- The unique URL is required for consumer enrollment. It is used to track enrollments and pay appropriate commissions. Any enrollments processed without using the unique URL will not count toward agent commissions.

Commissions

- Agent commissions are as follows:
 - 10% for new enrollments – for first two contract years
 - 7% for renewals at or above 70% retention
 - 4% for renewals below 70% retention
- Commissions paid monthly through direct deposit only
- Paid separately from other EyeMed commissions Agents are receiving



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

- Agents– [EyeMed Agent Online Inquiry](#) form:
 - Appointment status
 - Commission inquiries
 - Consumer enrollment and EyeMed account issues

- Consumers – contact 844-225-3107 for the following:
 - Consumer enrollment
 - EyeMed account issues
 - Provider or plan information
 - Designation of Agent of Record
 - Consumer must first contact billing or claims
 - Request HIPAA form
 - Complete and return HIPAA form

Benefits and Provider Questions

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

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

Billing and Policy Change Questions

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