

Frequently Asked Questions

For members of group vision care plans

How do I enroll?

You can enroll in vision care plans from Independence Blue Cross (Independence), which are administered by Davis Vision, during Open Enrollment or when you have a qualifying life event. Please contact your benefits/HR administrator for more information.

When does my vision care coverage end?

Your vision care coverage ends when you terminate it through your benefits/HR administrator or when they tell us you are no longer eligible.

Who should I call if I have questions regarding my benefits once I am enrolled?

You can call the Davis Vision customer care center at **1-800-999-5431**, 7 days a week, during the following hours:

Eastern	Central
Monday – Friday: 8 a.m. – 11 p.m.	Monday – Friday: 7 a.m. – 10 p.m.
Saturday: 9 a.m. – 4 p.m.	Saturday: 8 a.m. – 3 p.m.
Sunday: Noon – 4 p.m.	Sunday: 11 a.m. – 3 p.m.
Mountain	Pacific
Monday – Friday: 6 a.m. – 9 p.m.	Monday – Friday: 6 a.m. – 8 p.m.
Saturday: 7 a.m. – 2 p.m.	Saturday: 6 a.m. – 1 p.m.
Sunday: Noon – 2 p.m.	Sunday: 9 a.m. – 1 p.m.

Where do I find my plan information?

All of your plan information, including your member number, covered dependents, and benefits can be found by logging in to ibx.com (first-time users will have to register).

Do I get a member ID card and what if I lose it?

Your Independence member ID card serves as your Davis Vision ID card. Replacement cards can be ordered or printed out through ibx.com or by calling Independence at **1-800-ASK-BLUE (1-800-275-2583)**.

What if my provider is not in the network?

Most plans include an out-of-network option that allows you to receive partial reimbursement for services received from providers who don't participate in our network. To see if your plan has an out-of-network option, log in at ibx.com.

Does my whole family have to visit the same provider?

No. Plan dependents can visit different providers. For example, students who are away at school can visit a participating provider near them.

What information will my eye doctor need?

When scheduling your appointment with an in-network provider, it's best to have your member number so they can quickly verify eligibility. However, you do not need the ID card to use your Davis Vision benefits; you can reference the policy holder's first/last name and DOB.

What is included in an eye exam?

An eye exam takes roughly an hour and consists of a variety of checkups which may include a health review, simple visual acuity tests, refraction test, visual field test, glaucoma test, slit-lamp evaluation, and dilation. A comprehensive eye exam can detect a number of eye diseases, as well as signs of systemic conditions

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such as diabetes, thyroid disease, high blood pressure, and neurological impairments. Every eye exam network providers administer is consistent with clinical guidelines published by the American Optometric Association and the American Academy of Ophthalmology.

What is a Dilated Retinal Exam?

A Dilated Retinal Examination is a critical diagnostic procedure in the detection and management of diabetes, glaucoma, hypertension, and many other ocular and/or systemic diseases (up to 30 altogether). It can lead to higher quality patient care, improved lifestyle through early detection and intervention, and possibly lower your overall health care costs.

Do I have to get all services completed at the same time?

As a member of an Independence vision care plan with benefits through Davis Vision, you can get an eye exam and shop for eyewear at different times and in different locations. For example, you may get your eye exam from an eye care provider and then use your prescription to shop for glasses at an in-network retailer at a later date within the same plan year.

What is the The Davis Vision Exclusive Collection?

The Davis Vision Exclusive Collection is a unique offering to our vision care plan members as a part of their Davis Vision benefit and can be found in nearly 9,000 independent provider offices across the country. Just log in to ibx.com, select *Find a vision provider* from the drop down, and look for the glasses icon.

Frames:

Our collection of over 200 frames, valued at up to \$195, are available to members for no more than \$40 out of pocket, but many are covered in full.

Contacts:

Our collection of popular contact lens products are dispensed according to your specific plan design. Contact lenses from the Davis Vision Exclusive Collection, along with your evaluation, fitting, and follow-up care, are fully-covered with your in-network benefits through Davis Vision in many plans. Plans may vary, please check your contract for details.

Can I get both glasses and contact lenses?

Typically, your plan benefits will cover eyeglasses or contact lenses, but not both. We are however, able to offer our members additional discounts on certain eyewear and eye care purchases even after the plan allowances have been used. Log in at ibx.com to view plan details.

What if my glasses break?

All plan-supplied frames and/or lenses provided by Davis Vision laboratories are warrantied against breakage for one year from the original date of dispensing. So, if your glasses break, simply return them to where you purchased them — we've got you covered.

Can I use my insurance when shopping for glasses or contacts online?

Yes, Glasses.com, befitting.com, and 1800Contacts.com are on-line, in-network providers that accept Davis Vision insurance. These on-line retailers will submit your claim directly to Davis Vision. Purchases from other on-line vendors can be submitted for reimbursement based on your out-of-network reimbursement amount. Download a reimbursement form for your out-of-network plan benefits by logging in to ibx.com, then selecting *Resource Center* to access the form.

What options do I have for laser vision correction services?

You'll receive the lowest prices on LASIK procedures guaranteed — under \$1,000/eye for Conventional LASIK (40-50% off the national average price). Plus, you are eligible for a free LASIK consultation at any of Davis Vision's 900+ locations nationwide. Visit lasik.qualsight.com for more details or call [1-855-502-2020](tel:1-855-502-2020) to schedule your free consultation.

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*Refer to your plan's benefit summary for frame allowance amounts.
Independence Blue Cross vision benefits are administered by Davis Vision, an independent company.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

Independence 

IBX

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