

FAQ's

Q: How can I obtain a list of Heritage Vision Plans providers?

A: As a Heritage member, you will have access to our Heritage Member Web Portal at www.HeritageVisionPlans.com, which allows you to review your vision benefits and locate network providers. You may also contact our Customer Service Center at 800.252.2053, Monday - Friday 9am - 8pm and on Saturday 9am - 4pm, for assistance.

Q: If I already have an optometrist, ophthalmologist, or optician, will I have to change?

A: Heritage members have access to more than 20,000 Heritage providers in our nationwide network. You also may nominate providers not currently in the network. You may download a Provider Nomination ballot from the member link at www.HeritageVisionPlans.com. Our Provider Relations Team then contacts nominees to see if they are interested in joining the Heritage team of providers.

Q: How can I keep up to date with my vision benefits?

A: Heritage communicates with your employer so that you are aware of the details of your vision plan and of any plan changes. Details of your vision plan are always available through the Heritage Vision Plans Member Web Portal at www.HeritageVisionPlans.com. or by contacting our Customer Service Center at 800.252.2053, Monday - Friday 9am - 8pm and on Saturday 9am - 4pm, for assistance.



FAQ's *continued*

Q: What out-of-pocket expenses can I expect with my Heritage plan?

A: Our plans are designed to minimize your out-of-pocket expenses, but are defined by the plan choice of the employer. Using a Heritage provider will always ensure you the best value.

Q: Who should I call if I have questions about my plan?

A: Members may call our Customer Service Center at 800.252.2053, Monday – Friday 9am – 8pm and on Saturday 9am – 4pm, for assistance. Members may also access this information via our Member Web Portal at www.HeritageVisionPlans.com.

Q: Do I need an ID card?

A: You may download an ID Card from our Member Web Portal, but it is not required to receive benefits. If you do not have your ID Card available, simply give the provider your identifying information (Name, Date of Birth, and the name of your employer or covered group).

Q: Do all optical locations have the same frame selection?

A: No. Frame selections may vary by location. Each location offers a wide variety of styles to choose from.

Q: How do I obtain a reimbursement claim form?

A: When you visit a Heritage network provider, they will handle all of the paperwork and submit the claim. There is nothing for you to fill out or send in.

FAQ's *continued*

If you visit a Non-Heritage provider, you must get an itemized receipt and submit it to Heritage Vision Plans for reimbursement. You may download a claim form from the member link at www.HeritageVisionPlans.com.

Then you may submit the completed form along with your receipts using one of these methods:

➔ Mail to:

Heritage Claims Processing
One Woodward Ave, Suite 2020
Detroit, MI 48226

➔ Fax to: 800.863.1189

➔ Email to: Corporate@HeritageVisionPlans.com

Q: Can I get both contact lenses and glasses?

A: If your plan covers materials, you are eligible to receive contact lenses or glasses, not both, in the same Plan Year as a covered benefit.

Q: Is Lasik a covered or partially covered benefit?

A: A discount is available for Lasik Refractive Surgery by referral at designated locations under the Group's Scope of Coverage. For details on this benefit please visit: www.HeritageVisionPlans.com.

Q: Can I submit for reimbursement at an In-Network location?

A: If you use the services of an In-Network Provider but take advantage of a sale, coupon, or other in-store special, the Provider may require that you pay in full and submit your itemized receipt for reimbursement at the Out-of-Network reimbursement rates.