



SAVINGS PROGRAM

FREQUENTLY ASKED QUESTIONS

Q. Does the employer have to sign up in order for its employees to get the savings?

A. Yes. The program is designed to help small businesses provide benefits to their employees. It is a way for them to meet increasing insurance costs that impact their ability to attract and retain good people.

Q. Do all employees have to participate?

A. No. Participation is strictly voluntary. One person can use the program or they all can.

Q. What is the enrollment process?

A. Employees are not asked to specifically enroll in the program. Only the employer is asked to complete a simple information sheet that lets Vision Source® know whom the company contact is, and how many employees are in the organization. Once that information is received, Vision Source® sends sufficient membership cards to the employer and asks that the employer distribute them accordingly. The information sheet also enables Vision Source® to send information brochures.

Q. How does a Vision Source® Member office know a new patient is a 20/20 participant?

A. The employee merely presents the enrollment card previously distributed by the employer at the time of the visit, and this information is then entered into his or her permanent office record.

Q. What about family members?

A. Everyone in the immediate family living at home, and students, are eligible to receive the savings offered by the 20/20 program.

Q. Are employees restricted to a particular Vision Source® Member office?

A. Not at all. Employees and their participating family members have your pick from any Vision Source® office that honors the 20/20 program.

Q. What if an employee leaves the company?

A. If the new company doesn't have vision coverage, Vision Source® will be happy to sign the company up for the 20/20 program.

Q. Does payment have to be made at the time of service in order to get the 20/20 savings?

A. Because Vision Source® Member offices offer these special savings, payment is expected at the time of the visit.

Q. How does the program interact with other insurance coverage?

A. Discounts do not replace individual health care insurance. If participants do have coverage for services or products, those rates will apply. Our program will be applied only to non-insured products and services not included in your insurance plan.

Q. What reductions are offered?

A. Participants in the program get a 20% reduction in the usual and customary fees related to eye exams and other general eye care needs; 20% reduction in the usual cost of eligible frames, lenses and special features; and preferred pricing on contact lenses (actual cost reduction varies by participating practice). All are offered as a reduction in fees for payment at time of service and cannot be combined with other offers made by the individual Vision Source® Member office.

Q. Are the services and their costs uniform throughout Vision Source® Member Offices?

A. No. Each Vision Source® Member office is independently owned and operated. Therefore, services and charges will vary. There are over 3,300 Vision Source® Member offices nationwide.

Q. Does a Vision Source® Member office inflate its fees in order to cover the 20/20 program?

A. Absolutely not. The reduction is taken directly from the office's standard rates as a way of saying "thank you" to those participating in the program.