

FAQs Vision Plan

Am I eligible to enroll in the EyeMed Vision Care Yale Graduate & Professional Students vision plan?

A: You must be a Yale University Graduate or Professional student enrolled at least half-time in a Yale degree program.

What is the enrollment deadline?

A: September 15, 2013

How do I enroll?

A: Enrollment can be completed online at

www.yale.edu/gradprofdenteye/

Important note:

Before you begin the enrollment process, be sure that you have all the information necessary to complete the enrollment forms including your complete address and the names and dates of birth of all dependents that are to be enrolled. You should have a major credit card (Visa, MasterCard, Discover or American Express) with you to pay for the plan(s) in order to complete the enrollment process.

To complete the enrollment process and be enrolled in either or both the Delta Dental of New Jersey and EyeMed plans, you must pay the cost of the plan(s) at www.yale.edu/gradprofdenteye/. After you have paid, the enrollment process will be complete and you will be enrolled effective October 1, 2013. If, for any reason, you do not complete the enrollment process, you will be permitted to re-enter the enrollment web site to complete your enrollment. After you have paid

for either or both the Delta Dental of New Jersey and EyeMed plans, your enrollment will be complete and you will not be able to cancel your enrollment in any plan you may have enrolled in nor will you be able to enroll in any plan you may not have enrolled in. In other words, if you completed your enrollment (including your payment) in the Delta Dental plan but did not also enroll in EyeMed, you will not have another opportunity to enroll in EyeMed. Similarly, if you completed your enrollment (including your payment) in the EyeMed plan but did not also enroll in Delta Dental, you will not have another opportunity to enroll in Delta Dental.

If I was enrolled in the plan this past year, do I need to enroll again for the coming year?

A: Yes. Enrollment can be completed online at

www.yale.edu/gradprofdenteye/

What if I cannot log into the web site?

A: You may be experiencing a technical issue; email gradprofdenteye@yale.edu and explain the problem. Representatives from the Graduate and Professional Student Senate (GPSS) and the Graduate Student Assembly (GSA) will track down answers for you and reply via email.

How much does it cost?

A: The annual premiums for vision coverage are as follows:

Single student	\$50.88
Student + 1	\$96.84
Family	\$142.20

Am I covered for 12 months, or just the academic year?

A: The plan covers you for 12 months, from October 1, 2013 through September 30, 2014.

Can I pay by credit card?

A: Yes, a credit card is the only accepted method of payment.

Can I charge the fee(s) to my Student Financial Services account?

A: No. A credit card is the only accepted method of payment.

What is my coverage effective date?

A: Coverage becomes effective on October 1, 2013.

Can I enroll my family members?

A: You may enroll your lawfully married spouse or civil union partner and/or legally dependent children who are under the age of twenty-six as of October 1, 2013.

What is covered by the plan?

A: The EyeMed Vision Care plan provides a savings on eyewear through thousands of vision care providers, as well as additional savings of up to 40% off a complete pair of eyewear and 15% off conventional contact lenses at all provider locations, once the initial benefit has been used. For more information, visit www.eyemedvisioncare.com or call EyeMed Vision Care's customer service team at 866-299-1358.

Customer Service agents are available 7:30 a.m. – 11:00 p.m. ET Monday through Saturday, and 11:00 a.m. – 8:00 p.m. on Sundays. Many functions can be performed on EyeMed Vision Care’s web site www.eyemedvisioncare.com, such as printing a replacement ID card or an explanation of benefits.

How do I find a covered vision provider?

A: Enjoy convenient access to thousands of doctors nationwide, including both private practitioners and leading optical retailers. To see a list of participating providers near you, go to www.eyemedvisioncare.com, choose the ‘SELECT’ network from the “Locate a Provider” dropdown box and enter your zip code. You can also call 866-299-1358.

What if I need services while I’m away from New Haven?

A: Enjoy convenient access to thousands of doctors nationwide, including both private practitioners and leading optical retailers. To search for providers, please visit www.eyemedvisioncare.com, choose the ‘SELECT’ network from the “Locate a Provider” dropdown box and enter the applicable zip code. You can also call 866-299-1358.

What happens to my vision coverage if I withdraw, take a leave of absence, or lose my eligible Yale student status?

A: You have paid an annual premium for the coverage; it will remain in effect from October 1, 2013 through September 30, 2014 even if your status as a Yale student changes.

If I get married after the enrollment deadline, can I add my new spouse right away?

A: No. You'll need to wait until next year's enrollment period to add your spouse to vision coverage.

What happens if I miss the enrollment deadline?

A: You'll need to wait until next year's enrollment period to enroll in the plan.

Who do I contact with questions about the plan?

A: For questions or more information, visit www.eyemedvisioncare.com or call EyeMed Vision Care's customer service team at 866-299-1358. Be sure to identify yourself as a member of the EyeMed Vision Care plan for Yale Graduate & Professional Students, and have your UPI ready (see your Yale University ID card, next to your photo).

Customer Service agents are available 7:30 a.m. – 11:00 p.m. ET Monday through Saturday, and 11:00 a.m. – 8:00 p.m. on Sundays. Many functions can be performed on EyeMed Vision Care's web site www.eyemedvisioncare.com, such as printing a replacement ID card or an explanation of benefits.

When will I get my membership ID card?

A: On or after October 1, 2013, a membership card will be mailed to the address you submitted with your enrollment application, along with a list of local EyeMed providers, and information on optical health. In addition, you can request a membership ID card online at www.eyemedvisioncare.com. Login/register for an account and print your membership ID card immediately.

If I have a membership ID card from this past year and have re-enrolled for this coming year, do I need a new membership ID card?

A: Yes. On or after October 1, 2013, a new membership card will be mailed to the address you submitted with your enrollment application, along with a list of local EyeMed providers, and information on optical health. In addition, you can request a new membership ID card online at www.eyemedvisioncare.com. Login/register for an account and print your membership ID card immediately.

Do I need my membership ID card to obtain services?

A: No, an EyeMed ID card is not required to use the benefit. You must advise the EyeMed provider that you are enrolled in the EyeMed Vision Care plan for Yale Graduate & Professional Students. In most cases, membership can be verified by providing your full name, address, and date of birth (as submitted on the enrollment application).

Does the vision plan include eye exams or contact lens fittings?

A: No, this plan covers materials and hardware only. If you have medical coverage through Yale Health, routine eye exams are covered at the Yale Health Center as part of your medical coverage; contact lens exams and fittings are not covered.

What eye care/vision services are covered by Yale Health?

A: If you have Hospitalization/Specialty coverage through Yale Health, the Ophthalmology/Optometry Department at Yale Health Center provides evaluation and management of all eye problems; routine eye exams, including prescriptions for eyeglasses; and resources for students with special visual needs and the blind. Contact lens exams, fittings, vision hardware or materials are not covered by Yale Health.

Is there anyone at Yale I can contact with additional questions?

A: Send your questions to gradprofdenteye@yale.edu. Representatives from the Graduate and Professional Student Senate (GPSS) and the Graduate Student Assembly (GSA) will track down answers for you and reply via email.

What if I need to change my address after I have submitted my enrollment application on the web site?

A: You will have to call EyeMed Vision Care's customer service team at 866-299-1358 on or after October 1, 2013 to request an address change or to confirm enrollment. Be sure to identify yourself as a member of the EyeMed Vision Care plan for Yale Graduate & Professional Students, and have your UPI ready (see your Yale University ID card, next to your photo).

Customer Service agents are available 7:30 a.m. – 11:00 p.m. ET Monday through Saturday, and 11:00 a.m. – 8:00 p.m. on Sundays. Many functions can be performed on EyeMed Vision Care's web site www.eyemedvisioncare.com, such as printing a replacement ID card or an explanation of benefits.

When will this enrollment web site close for this academic year?

A: The enrollment web site will close for the 2013-2014 academic year at 11:59 P.M. ET on September 15, 2013, the end of the enrollment period.

Can I cancel my vision coverage after submitting my application and payment but before the September 15, 2013 deadline?

A: No. Be sure to consider carefully the benefits and costs associated with the vision plan before submitting your enrollment/payment information. You are pre-paying for 12 months of coverage and will not be able to cancel once you've enrolled.