

WE'RE IMPROVING YOUR CIGNA VISION PLAN EXPERIENCE.

And the benefits are clear to see.



When your Cigna Vision plan renews in the coming months, enrolled employees will be able to take advantage of a bigger network and more opportunities to save. They'll also have access to new plan management tools that can help them search for network providers, estimate costs and even schedule appointments online with providers who offer this service.

To help you understand the transition and how it may impact you and your employees, we've included some frequently asked questions below.

Why is Cigna making this transition?

In keeping with our mission to provide whole health solutions that are simple and affordable, Cigna Vision is partnering with EyeMed, a third party vendor for network and administration services. This will enable us to offer a larger network and more robust plan management tools through the myCigna portal.

What is changing about my Cigna Vision plan?

When your Cigna Vision plan renews (rate/rate guarantee renewal), it will be transitioned to EyeMed. Your plan design will remain unchanged, but the network it uses will be changing.

The new network will give your employees **more access** to discounted vision care providers (24,000 independent locations and 10,000 retailer locations, plus more online materials vendors) ultimately helping to make vision care even **more affordable**. Additionally, employees will also have access to more robust digital plan management tools through their myCigna account. This can help them find care in a way that meets their individual needs.

As part of the transition to EyeMed, employees will have access to support through a new customer service line. This information will be included on ID cards and customer plan resources, as well.

Are there any major retailers or providers who will not participate in the new network? What about retailers that weren't previously part of the network - will they be in the new network?

We are adding several national retailers that may make it easier for employees to use in-network benefits - Walmart Vision Centers, Sam's Club Optical Centers and LensCrafters.

Although the new network includes more providers to choose from, there will be some changes that could impact employees who use certain independent providers and retailers. Beginning in the new plan year, Visionworks will no longer be in-network (except in IN and KY). If employees wish to continue using Visionworks, they may be able to do so through any out-of-network benefits on their plan.

This list is not all-inclusive. Should you wish to see a list of large providers and retailers who will be participating in the new network, contact your Cigna representative.

How will employees be able to enroll in the new version of the Cigna Vision plan?

Employees and dependents currently enrolled in the Cigna Vision plan will automatically be transitioned at renewal. The process for enrolling, dropping, or changing coverage in the Cigna Vision plan will not be changing, and they will have the option to make changes during their annual open enrollment period.



Your New Growth Plan

How will you be communicating information about the change to my employees?

Our approach to informing customers about this change includes providing information at enrollment that can help them make an informed decision and then sending a targeted letter to any employee who has used a provider (in the prior 12 months) who is not participating in the new network. The following resources will be available for use during your open enrollment period:

- 1.** New enrollment resources that provide information about the expanded network and customer portal to help your employees make an informed decision during your enrollment period.
- 2.** A supplemental transition flyer that specifically addresses the change and what its impact may be on employees who are currently enrolled in a Cigna Vision plan. This includes information about which large retailers may no longer be in-network (Visionworks, for example) as well as information about retailers that were previously out-of-network but will be in-network as part of the transition. The document will also provide information about how to search the new network during enrollment so that employees can confirm whether any preferred providers participate.
- 3.** Thirty days before your plan renewal date, we will mail a letter to any enrolled employee who previously saw a vision provider who will not be in the new network. The letter will explain what options are available and who to contact with questions.

These materials are in development now and will be available soon. Your Cigna representative can work with you to ensure the new materials are available ahead of your open enrollment period.

Will my employees be able to view claim activity for prior years?

Yes. Employees will continue to be able to view prior years' claim information via the myCigna portal.

What if an employee has a claim for services received before the transition but can't submit it until after the transition?

In-network claims will continue to be submitted directly by providers. If employees visit an out-of-network provider, they will be able to find the correct form on either Cigna.com or the myCigna portal and use it to request reimbursement according to their plan design. Employees submitting an out-of-network claim for dates of service prior to transition will mail the completed form and required receipts to:

Cigna Vision
P.O. Box 385018
Birmingham, AL 35238-5018

Is there anything else I need to do?

If you have references to Cigna Vision posted anywhere on your intranet or benefit admin platform, you may need to make some minor updates to reflect the new plan information. Information about the new claim address is shown below. If you need additional information or have questions, contact your Cigna representative.

Cigna Vision (serviced by EyeMed)
Cigna Vision, Claims Dept.
c/o FAA PO Box 8504
Mason, OH 45040 - 7111

You should also remind employees to share their new ID card information with their providers when they go for care.

Who can I contact if I have additional questions?

We're here to help make this transition as seamless as possible for you, our valued client. Should you have additional questions or need additional support, please contact your Cigna representative.



Your New Growth Plan

Cigna Vision plans are only available to employers who also offer a Cigna group medical or dental product to their employees. All group vision insurance policies and benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative. Group vision plans are insured and/or administered by Cigna Health and Life Insurance Company. Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CER1V1 et al. Product availability may vary by location and plan type and is subject to change. All Cigna Vision products and services are provided exclusively by or through EyeMed Vision Care.