

General Questions

Why do I need a regular eye examination?

Regular eye exams are crucial to your vision and overall health. Eye examinations can lead to the early detection of several vision and health-related conditions, including glaucoma, diabetes, cataracts and hypertension. And because early detection is key for treatment, regular eye examinations play a vital role in helping to ensure a healthy life.

Eye exams are important to all ages. The American Optometric Association recommends eye exams begin as early as 6 months of age and continue regularly throughout a person's life. Undiagnosed vision problems can interfere with learning in schoolage children and can lead to irreversible vision loss significantly impacting everyday activities at any age.

Will I save more with this vision care benefit, or with an eyewear coupon or other promotional offer?

Take a moment to review your plan coverage. In almost every instance, you will find that your vision care plan delivers greater savings and lower out-of-pocket costs at more provider locations than a coupon or special offer. You can also use your benefit when it is convenient for you, without having to worry about coupon expiration dates or limited time offers. Please note, your benefit cannot be combined with any other discounts or promotional offers. You are responsible for copays, any remaining out-of-pocket expenses and applicable sales tax.



Here are some answers to your most commonly asked questions. For more information, visit www.anthem.com or contact your human resources representative.

Who is a subscriber?

The subscriber is the individual who is enrolled in the program through his/her employer. Dependents include your spouse or children, referred to as members.

How do I contact the Customer Care Center?

Customer service is simple and accessible. Speak with a live representative daily, Monday through Saturday, 8:00 a.m. to 11:00 p.m. (EST) and Sunday, 11:00 a.m. to 8:00 p.m. (EST). Or access a number of automated features available through our automated voice response system. The customer service number may be found on your member ID card.

What are your Customer Service Hours?

We offer you the some of the best customer service hours in the industry with live representatives available: Monday through Saturday 8:00 a.m. to 11:00 p.m. (EST) and Sunday 11:00 a.m. to 8:00 p.m. (EST). The customer service number may be found on your member ID card.

