

## EyeMed: Costco FAQ's

**1. Do I need a membership to get glasses or contacts at Costco?**

*Yes, a membership is required.*

**2. Do I need a membership to have an exam with the Costco Independent Provider?**

No, a Costco membership is not required for vision exam.

*Please verify that the Costco Independent Optometrists accepts your eye exam benefits from EyeMed.*

**3. Do I need my EyeMed ID card to access care?**

*No, you only need to provide your name and birthdate.*

**4. How do I locate a Costco Independent Provider for an Exam?**

*Sign in to your EyeMed.com account and search for a Doctor-Enter "Costco" and Zip Code for the nearest location.*

*Call the Store Phone number - Select Option "5", Select Option "1" and then Option "1" to schedule an exam. Please identify yourself as an EyeMed Insurance member when making an exam appointment.*

**5. What if the Costco Independent Provider does not accept EyeMed Insurance?**

*a) Sign in to your EyeMed.com account and search for the nearest In-Network provider.*

*b) Please contact your Benefits Team and EyeMed will be notified to recruit this provider to join the EyeMed network.*

**6. What if the Costco Vision Center tells me they do not accept EyeMed CA Insight Network?**

*a) Identify yourself as former MES member who is now with EyeMed CA Insight Network and request they pull an authorization.*

*b) Request to speak with a supervisor who will assist you.*

**7. If Costco Vision Center is unable to pull an authorization and I choose to pay for my services how can I get reimbursed.**

*a) To Submit a Claim online visit EyeMed.com. "Submit a Claim" complete the claim form, upload your receipts.*

*b) To Mail your claim form visit EyeMed.com "Submit a Claim" Print the claim form Complete and sign the claim form. Return the completed form and your itemized paid receipts to:*

*First American Administrators, Inc. Attn: OON Claims, PO Box 8504, Mason, OH 45040-7111*

*Please note: when submitting a claim, out of network allowances will be reimbursed.*

**8. Do discounts apply at Costco Vision Centers?**

*No, Big box value chains choose not to accept discounts due to their everyday low prices.*