Quick Start Guide

Your new ID card is a summary of your benefits, and has information concerning benefit frequency, co-pays, and allowances. There is just one card for you and your dependents, and it isn’t necessary to show it to receive services. Here is how you get started.

1. First choose an eye care provider, or verify that your current provider is part of the Superior Vision network. Go to SuperiorVision.com and click on “Locate a Provider” for the most current information. You may also call Customer Service at 800.507.3800.

2. Understand in- and out-of-network provider differences. Visiting an in-network provider always gives you the best benefits. Out-of-network providers are those with whom we don’t have a contract. You may still see them, but your out-of-pocket expenses will most likely be greater. If you see an out-of-network provider, call Customer Service to get an authorization; you will then need to file a claim to get reimbursed at the allowable amount as outlined in your Benefits Summary.

3. Visit the member portal of our website to learn more about your vision benefits, print additional ID cards, learn more about our SmartAlert wellness program, or get eye care and vision information from our Vision Care Learning Center.

Disclaimer: All final determinations of coverage are governed by the Certificate of Insurance for your vision plan. Please check with your Benefits Administrator or Human Resources department if you have any questions about what is covered by your plan. Remember that the Plan discount features are not insurance.

Frequently Asked Questions

Q: How do I know what providers are in the network and what services they provide?
A: The provider locator, found on Superior Vision’s website home page and within the member portal, lists all of the providers within the network and states the services that each offers. You can search by zip code, or do an advanced search to find, say, a refractive surgeon.

Q: What services are covered by my plan?
A: Refer to your enrollment materials to see which services are covered by your specific plan. Your ID card will also show a summary of your benefits, as well as any applicable co-pay. You can also log in to the secure section of the member portal of our website for your plan coverage, claims history, and other benefits information.

Q: What do I need to pay my in-network provider?
A: If you have co-pays, these are paid to your provider at the time of your visit. You are also responsible for paying the provider directly for all non-covered items and/or any amount over the allowances, minus available discounts. These are not covered by the plan.

Q: May I go to one provider for the eye exam and another provider for the materials?
A: Yes. We believe in enabling members to choose their provider based on their own preferences and budget.

Q: Are discounts available?
A: Depending on your plan, you may be eligible for discounts off the retail charges for a variety of lens upgrades and add-ons, overages on frame allowances, and/or additional frame and lens purchases. Look for providers in the Provider Directory who accept discounts, as some do not; please verify their services and discounts (range from 10%-40%) prior to service as they vary.

Customer Service
800.507.3800
SuperiorVision.com
Authorization numbers, explanation of benefits
Provider locator; provider nomination
Claims inquiry, Grievance issues

Claims Administration
P.O. Box 967
Rancho Cordova, CA 95741

Corporate / Customer Service
11101 White Rock Road
Rancho Cordova, CA 95670

EX/LS/FR/CL every 12 months
Frame Allowance: $100
CL Allowance: $120
Exam Co-pay: $10
Frame/Lens Co-pay: $15
CL Fitting Co-pay: $15
Discount Features
Superior Vision Customer Service   800.507.3800
Members - Press Option 3
   Authorizations (out-of-network); Explanation of benefits;
   Provider locator; Claims inquiries
Providers
   FaxBack Authorizations, Option 8
   Authorizations, claim status, Option 3
   Provider Relations, Option 7
Claims Administration
   P.O. Box 967
   Rancho Cordova, CA 95741

This card does not guarantee eligibility

Find more info at SuperiorVision.com