



City of Amarillo Aetna Vision Plan Information

- **Preferred Know Before You Go, Cost Estimator Tool**
- **Preferred Member FAQ**
- **Preferred Mobile App Flyer**
- **Preferred Network Options**
- **Preferred Special Offers Member Communication**
- **Preferred Summary of Benefits**

Smart tools Smarter shoppers

Know before you go

At Aetna®, we want you to get the most from your Aetna VisionSM Preferred benefits. That's why we've developed our **Know Before You Go** tool. Now, it's easier to estimate your out-of-pocket costs so you can be a savvy shopper.

- **Designed for all devices** — Use your phone, tablet or PC. The tool's responsive design adjusts to any screen size.
- **More flexibility** — Easily edit your selections or start over.
- **Spotlight on special offers** — Find more ways to save with your vision benefit.
- **Provider search** — Quickly find an eye doctor near you.



Along with these features, the tool offers simple definitions and interactive examples of common products and add-ons. Plus, you get a range of costs with each selection you make.

Try it for yourself

1. Register or log into your account at **AetnaVision.com** and click the Estimate Costs tab.
2. Select the service you want an estimate for: "Eye Exam" or "Vision Products" for glasses or contacts.
3. Choose your frame type — are you more fashion or function? Basic or premium?
4. Explore a variety of lens types, options and add-ons. Get details for each product.
5. Get a clear summary of your estimated out-of-pocket costs based on your selections.



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PROVIDER
NETWORK**



LENSCRAFTERS

**PEARLE
VISION**

OPTICAL

Policies and plans are insured and/or administered by Aetna Life Insurance Company (Aetna). Certain claims administration services are provided by First American Administrators, Inc. and certain network administration services are provided through EyeMed Vision Care ("EyeMed"), LLC. Providers in the Aetna Vision network are contracted and credentialed through EyeMed Vision Care, LLC according to EyeMed's requirements. EyeMed and Aetna are independent contractors and not agents of each other. Provider participation may change without notice. Refer to Aetna.com for more information about Aetna® plans.



This information is available broadly and is not plan or state specific. Offers are not valid in the state of Texas.



Helping you along your journey

Where can I find my benefit options?

Once you enroll and your plan becomes effective, the easiest way to find your benefit information is to create a member account on **AetnaVision.com**. You can also download the Aetna VisionSM Preferred App (App Store[®] or Google Play[®]).

Does Aetna Vision offer any extra discounts?

We sure do. At network providers, you can get up to 40 percent off an extra pair of eyeglasses. You also get 20 percent off non-prescription sunglasses and accessories. And there are also discounts on LASIK laser vision correction. Aetna Vision Preferred members also have access to exclusive special offers. You can combine some of them with your insurance benefits.

Can I use my benefits online?

Yes. We offer online shopping through these participating providers:

- **Lenscrafters.com**
- **ContactsDirect.com**
- **TargetOptical.com**
- **BeFitting.com**
- **Ray-Ban.com**
- **Oakley.com**
- **Glasses.com**

Your benefits are automatically applied at checkout. We make it easy and convenient for you.

Can I get the same kind of care with a retail provider as I can with an independent doctor?

Yes. All our providers, wherever they practice, must meet the same state licensing and credentialing requirements. We ensure the credentials of each network eye doctor are thoroughly checked and verified. We want you to know you're getting access to qualified eye doctors.

How do I use my benefits?

At Aetna, we're all about easy. Just choose a network eye doctor from our Provider Search. Then set up your visit and go in for care or eyewear. You don't even need your ID card — just give them your name and birthday. When you stay in network, we handle all the paperwork.

Member how-to tips

How do I find an eye doctor in my network?

The Provider Search tool at **AetnaVision.com** and the Aetna Vision Preferred App has thousands of network eye doctors to choose from. Filter your search to find ones near you with the brands, hours and services you most want.

How do I get on-the-go access?

The Aetna Vision Preferred App can do almost everything the member website can.

- Find an eye doctor
- Set up an appointment
- Review your benefits
- Check claims
- Find special offers
- Show your ID card
- Store your vision prescriptions
- Set exam reminders

Download it through the App Store® or Google Play®.

How do I submit an out-of-network claim?

Submitting a claim is easy. Simply log in and submit it online. Need an out-of-network claim form? Just log in to get one.

How do I get an ID card replacement or extra cards?

If you lose your card or need extras, go to **AetnaVision.com**. From there you can print a replacement or use your digital ID on the App. Or, save your ID card to your Apple Wallet. Here's a tip: You don't even need the card when you visit your eye doctor.



LENSCRAFTERS



Vision and your health

I don't wear glasses and can see fine. Do I still need an eye exam?

Getting an eye exam isn't just about needing glasses. It's also about your health. An eye exam can detect eye health problems like glaucoma or cataracts. It can also help identify early signs of serious diseases, like high blood pressure, diabetes and high cholesterol.

How often should I get an eye exam?

Vision changes can happen slowly. You may not even notice them. Annual eye exams are a good rule of thumb unless your doctor recommends more frequent checks. We suggest making it part of your regular preventive care routine.

At what age should my child first visit the eye doctor?

The American Optometric Association recommends a first eye exam between six months and one year of age. The doctor may check for:

- Nearsightedness
- Farsightedness
- Astigmatism
- Amblyopia (or "lazy eye")
- Proper eye movement and eye alignment
- How the eyes react to light and darkness

They also suggest an exam between the ages of three and five, and every year after that.

My child gets a vision screening at school, so there's no need for an eye exam, right?

A vision screening does not take the place of a comprehensive eye exam. School screenings generally check for color blindness and if your child can see far away. A comprehensive exam will look at the entire structure of the eye.

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Aetna.com

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Vision benefits

Anytime, anywhere



Experience seamless access

Aetna VisionSM Preferred app helps you get the most from your vision benefit experience — anytime, anywhere.

Features of the app include:

- Benefits and eligibility
- Claims tracking
- Special offers
- Provider Locator to find in-network eye doctors
- Digital ID card
- Upcoming exam reminders
- Contact lens replacement reminders
- Wellness activities to help you see better and live healthy
- Facial Recognition, Touch ID and Apple Wallet for Apple users
- Helpful FAQs



To access and use the app, simply:

1. Search “Aetna Vision Preferred” in the App store, iTunes or Google Play and download the app to your mobile device
2. Register using your member ID
3. If you have already registered an account on the AetnaVision.com website, you can log onto the app using the same account information

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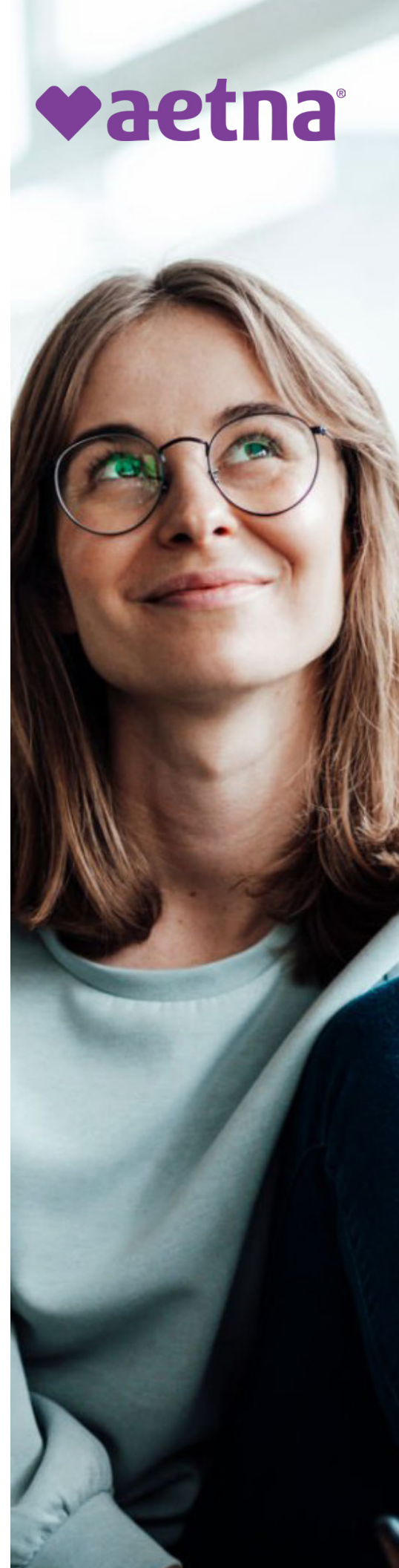


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Network Choices

Aetna VisionSM Preferred offers the right mix of the most desired independent, national, and regional providers, ensuring you have the choices you want and the convenience you expect.

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****The City of Amarillo plan also includes Walmart and Sam's Club as providers****

Check out these regional providers below:

Abba Eye Care
All About Eyes
America's Best
Bard Optical
C&B Optical One
Clarkson Eyecare
Cohen's Fashion Optical
Crown Optical
Devlyn Optical
Doctors Vision Center
Dr. Tavel Family Eye Center
Drs. May & Hettler
Eye Associates of New Mexico
Eye Boutique
Eyecarecenter OD PA

Eyeglass World
Eyeland Vision Center
EyeMart Express
EyeMart Optical Outlet
Firstsight Vision Services
For Eyes Optical
Gulf Coast Optometry
Heartland Vision
Henry Ford Optimeyes
Ilori
Insight Eye LensCrafters
Marion Eyecenters
Meijer Optical
Macy's Optical Midwest
Eye Consultants

Midwest Vision CentersMy
Eye Dr.
National Vision
Nationwide Vision Center
Northeastern Eye Institute
Oakley Store
Optical Shop of Aspen
Optical Shoppe in Fred
Meyer Optyx
Ossip Optometry
Pearle Vision
Rx Optical
Schaeffer Eye Center
See Inc.
Shopko

Site for Sore Eyes
Southwestern Eye Center
Sterling Optical
SVS Vision
Target Optical
Texas State Optical
Today's Vision
Union Square Eyecare
Vision World
Vogue Vision Centers
Wing Eyecare
Wisconsin Vision

*Listing is not all-inclusive. Actual insurance acceptance may vary by location.

Online, in-network providers:

LENSCRAFTERS

lenscrafters.com

OPTICAL[®]

targetoptical.com

contactsdirect

contactsdirect.com

OAKLEY

oakley.com

Ray-Ban

ray-ban.com

GLASSES.COM

glasses.com

LASIK, in-network providers:

LasikPlus⁺

The LASIK Vision
INSTITUTE

T L C

Laser Eye Centers[®]



Finding a vision provider is easy. Scan the QR code, visit **AetnaVision.com** or call us at **1-877-973-3238**.

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Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Plan features and availability may vary by location and are subject to change.

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Refer to **Aetna.com** for more information about Aetna[®] plans. Aetna is part of the CVS Health[®] family of companies.

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Need new eyewear or contacts? Order online. It's easy.

- Choose from hundreds of frames and contact lens brands.
- Use your Aetna VisionSM Preferred benefits automatically at checkout.
- Enjoy free shipping and returns.

Visit any of our online in-network options:

LENSCRAFTERS
lenscrafters.com

OPTICAL[®]
targetoptical.com

contactsdirect
contactsdirect.com

OAKLEY
oakley.com

befitting
befitting.com

Ray-Ban
Ray-ban.com/Insurance

GLASSES.COM
Glasses.com

You need a valid prescription to process your order. Visit **AetnaVision.com** to find an eye doctor near you.

DISCOUNT OFFERS ARE NOT INSURANCE. They are not benefits under your insurance plan. You get access to discounts off the regular charge on products and services offered by third-party vendors and providers. Aetna makes no payment to the third parties—you are responsible for the full cost. Check any insurance plan benefits you have before using these discount offers, as those benefits may give you lower costs than these discounts.

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Special offers

for Aetna VisionSM
Preferred members



♥ aetna[®]

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See everyday savings and special deals.



Get 15% off retail or 5% off any promotional price

offered through LasikPlus®, TLC Laser Eye Centers and the LASIK Vision Institute®. For more information or to schedule an appointment, call **800-422-6600 (TTY: 711)** or visit **lasikdiscounts.com**.



To unlock your special offers, register on **AetnaVision.com** or download the Aetna VisionSM Preferred mobile app once your plan takes effect.

This is a sampling of offers that are available online. Offers represented here may not be combined. Some restrictions and exclusions apply. To obtain offer codes, view offer terms and conditions and search other current and available offers, visit the website listed on your ID card.

*Present coupon to save a bonus \$50 off Single Vision lenses or \$100 off Multi-Focal lenses when you use your Aetna Vision Preferred vision benefits at LensCrafters. Offer valid with coupon only. Requires a complete pair purchase (frame + lenses) with premium anti-reflective coating lenses; savings applied to lenses. Not valid on multiple pairs. Not combinable with Medicare and Medicaid vision insurance benefits. When combining with vision insurance discount value is applied to member out of pocket as a bonus savings in addition to vision insurance benefits, after benefits applied, but before taxes. Cannot be combined with other offers, previous purchases, readers or non-prescription sunglasses. Valid prescription required. Cartier®, Lindberg®, Oakley Kato, Oliver Peoples and wearable electronic frames excluded. Additional exclusions may apply, see associate for details. Valid in-store and online. Discounts off tag price. No cash value. Offer not valid in the state of Texas. Void where prohibited by law. Up to \$100 Off Code: **17260**. Offer valid through 12/31/2025.

Present coupon to receive a bonus \$25 off single vision lenses or \$50 off multi-focal lenses in addition to your Aetna Vision Preferred benefits towards the purchase of prescription glasses. Complete pair (frame + lenses) purchase required. Cannot be combined with any other offers, previous purchases, readers or non-prescription sunglasses. Must present offer to redeem; single use only. Valid prescription required. Savings applied to lenses, after insurance benefits are applied. Wearable electronics excluded. No cash value. Discounts off tag price. Valid in-store and online. Void where prohibited. See Target Optical® Team Member for details. Offer not valid in the state of Texas. Offer expires 12/31/2025. Code **17252.

***Use code **AETNA2025** at checkout. Cannot be combined with other offers. Valid prescription required. Void where prohibited. Some exclusions may apply. Offer subject to change. Coupon expires 12/31/2025. Offer not valid in the state of Texas.



LENSCRAFTERS®

Enjoy up to \$100 bonus*

Experience the best brands, hottest trends and latest advancements in vision care + save an extra **\$100 off multi-focal or \$50 off single vision on top of your Aetna VisionSM Preferred benefits** when you purchase a complete pair at LensCrafters.



Save up to \$50 toward a complete pair of prescription eyeglasses**

at Target Optical® – may be combined with your Aetna Vision Preferred insurance benefits when used in-store.

contactsdirect

Get 10% OFF your contact lens purchase plus free shipping***

when you shop online at **ContactsDirect.com**. Offer may be combined with your Aetna Vision Preferred benefits.



Summary of Benefits for City Of Amarillo Aetna VisionSM Preferred

Effective Date: 01/01/2026 External Plan ID: 1062300101 Frequency (Exam/Frame/Lens): 12/24/12 Enhanced Plan-WAL Vision Proposal Enhanced	In Network Member Cost Aetna Vision Network	Out of Network Member Reimbursement*
Exam		
Eye Exam with Dilation as Necessary	\$0 Copay	\$35 Reimbursement
Retinal Imaging	Member pays discounted fee of \$39	Not Covered
Standard Contact Lens Fit /Follow Up ¹	Member pays discounted fee of \$40	Not Covered
Premium Contact Lens Fit /Follow Up ¹	10% off retail price	Not Covered
Frames		
Any Frame available, including frames for prescription sunglasses	\$0 Copay; \$150 Allowance**, 20% off balance over allowance	\$75 Reimbursement
Standard Plastic Lenses		
Single Vision	\$0 Copay	\$25 Reimbursement
Bifocal	\$0 Copay	\$40 Reimbursement
Trifocal	\$0 Copay	\$55 Reimbursement
Lenticular	\$0 Copay	\$55 Reimbursement
Standard Progressive Lens (copay includes bifocal cost)	\$65 Copay	\$40 Reimbursement
Premium Progressive Lens Tier 1 (copay includes bifocal cost) ²	\$85 Copay	\$40 Reimbursement
Premium Progressive Lens Tier 2 (copay includes bifocal cost) ²	\$95 Copay	\$40 Reimbursement
Premium Progressive Lens Tier 3 (copay includes bifocal cost) ²	\$110 Copay	\$40 Reimbursement
Premium Progressive Lens Tier 4 (copay includes bifocal cost) ²	\$175 Copay	\$40 Reimbursement
Lens Options		
UV Treatment	Member pays discounted fee of \$15	Not Covered
Tint (Solid And Gradient)	Member pays discounted fee of \$15	Not Covered
Standard Plastic Scratch Coating	Member pays discounted fee of \$15	Not Covered
Polycarbonate Lenses - Adult	Member pays discounted fee of \$40	Not Covered
Polycarbonate Lenses - Children to age 19	Member pays discounted fee of \$40	Not Covered
Standard Anti-Reflective Coating	Member pays discounted fee of \$45	Not Covered
Premium Anti-Reflective Coating Tier 1 ²	Member pays discounted fee of \$57	Not Covered
Premium Anti-Reflective Coating Tier 2 ²	Member pays discounted fee of \$68	Not Covered
Premium Anti-Reflective Coating Tier 3 ²	\$85 Copay	Not Covered
Photochromic/Transitions Plastic - Adult	Member pays discounted fee of \$75	Not Covered
Photochromic/Transitions Plastic - Children to age 19	Member pays discounted fee of \$75	Not Covered
Other Add-Ons	20% off retail price	Not Covered
Contact Lenses		
Conventional	\$0 Copay; \$150 Allowance**, 15% off balance over allowance	\$120 Reimbursement
Disposable	\$0 Copay; \$150 Allowance	\$120 Reimbursement
Medically Necessary	Covered in Full	\$200 Reimbursement

Frequency	Children to age 19	Adults age 19 and over
Exam	once every Calendar Year	once every Calendar Year
Frame	once every two Calendar Years	once every two Calendar Years
Lenses	once every Calendar Year	once every Calendar Year
Contact Lenses	once every Calendar Year	once every Calendar Year

Lens Coverage can be used for eyeglass lenses OR 1 order of contact lenses

In Network Discounts

Discounts cannot be combined with any other discounts or promotional offers and may not be available on all brands

Additional pairs of eyeglasses or prescription sunglasses ³	Up to 40% off prescription eyeglasses/sunglasses and 15% off conventional contact lenses once the funded benefit has been used
Non-covered Items ⁴	20% off retail price
Lasik Laser vision correction or PRK from U.S. Laser Network ⁵ . Call 1-800-422-6600	15% discount off retail price or 5% discount off promotional price
Hearing Discounts ⁶ - two ways to save: Hearing Care Solutions 1-866-344-7756 Amplifon Hearing Health Care 1-877-301-0840	Save on hearing aids, exams, batteries, repairs and more

Partial list of exclusions and limitations

Enrolled members can access our secure member website once their plan becomes effective. Enrolled subscribers will receive a welcome packet with ID card mailed to their home within 15 business days after enrollment is processed.

*Out of network coverage is available. To receive reimbursement up to the amounts listed above, a claim form with itemized receipt is required. Reimbursement will not exceed the providers actual charge. Claims forms can be found at aetnavision.com or by calling customer service Monday through Sunday at 1-877-973-3238. Completed claim forms can be submitted electronically or mailed to Aetna, PO Box 8504 Mason, OH 45040-7111. You also have access to Allied Providers, such as Costco Vision, who will apply your out-of-network benefits at the point of service and handle the claim submission process for you.

**Allowances are one-time use benefits. No remaining balances may be used. The plan does not provide a declining balance benefit.

¹Contact lens fit and two follow-up visits are allowed once an eye exam has been completed.

²Premium progressives and premium anti-reflective Brand designations are subject to annual review and change based on market conditions. Ask your eye care provider for more information. Premium Progressive Lens cost includes bifocal cost.

³Additional pair discount applies to purchases made after the plan allowances have been exhausted. Discounts are not insurance.

⁴Non covered discounts may not be available in all states.

⁵Lasik or PRK from the US Laser Network, owned and operated by LCA Vision.

⁶Aetna does not endorse any vendor, product or service associated with these discount offers. Vendors are independent of Aetna, not agents or employees. Programs, products and services may not be available at all times. Certain offers may not be available in some states. Products and services are provided by Hearing Care Solutions and Amplifon Hearing Health Care (formerly HearPO).

Key Definitions

Copayment - The fixed amount paid by the member under the plan. Providers should collect all copayments

Allowance - Dollar amount to be applied toward the cost of materials or a service

Reimbursement - Dollar amount to be paid to the member from Aetna up to the providers' billed charge

Out-of-Pocket - The amount the member must pay after benefits have been applied

Discount - Percentage off the providers billed charge or retail cost

Standard Polycarbonate - 1.5 mm center thickness with spherical curves

Standard Scratch-Resistant Coating - Front-side factory scratch coat

Standard Progressive Lens - Multi-focal design that produce a gradual change in focus without lines or junctions

Conventional Contact Lens - Lenses intended for ongoing, daily-wear use; rigid gas-permeable lenses are included

Disposable Contact Lens - Lenses that are designed and labeled to be replaced at specified time intervals (e.g., daily, weekly, monthly)

Medically Necessary Contact Lenses - To correct visual acuity to 20/40 or better if such correction is not possible with conventional lenses; or if aphakic lenses are prescribed after cataract surgery

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Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Plan features and availability may vary by location and are subject to change. These are the plan's main exclusions and limitations. See the booklet-certificate for a complete description. The plan does not cover: special vision procedures, such as orthoptics, vision therapy or vision training; vision services or supplies that do not meet professionally accepted standards; plano (nonprescription) lenses; nonprescription sunglasses; two pair of glasses in lieu of bifocals; medical and/or surgical treatment of the eyes; cosmetic services; lost or broken lenses, frames, glasses or contact lenses.

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Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability. Aetna provides free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call 877-973-3238. If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with Civil Rights Coordinator by contacting: Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512. 1-800-648-7817, TTY: 711, Fax: 859-425-3379, CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD). Help for those who speak another language and for the hearing impaired.

For language assistance in your language call 877-973-3238. Para obtener asistencia lingüística en español, llame sin cargo al número que figura en su tarjeta de identificación.

Salaried employees may earn compensation on the sale of Aetna products. The compensation varied depending on a number of factors, including customer segment and product selected. Combining all factors, compensation for each product quoted averages less than 8% of the total first year annual premium. Aetna offers additional bonus programs, which may also apply. Neither Aetna nor the employee has material ownership interest in the other. The employee may not alter the amount of compensation received from Aetna. You may obtain additional information about the compensation expected to be received by eligible employees, based in whole or in part on the sale of an Aetna product, or alternative options presented, by contacting Aetna at www.aetna.com/about-us/forms/employee-compensation-disclosure.html.

TTY: 711

To access language services at no cost to you, call 1-888-982-3862 .

Para acceder a los servicios de Idiomas sin costo, llame al 1-888-982-3862 . (Spanish)

如欲使用免費語言服務，請致電 1-888-982-3862 。（Chinese）

Afin d'accéder aux services langagiers sans frais, composez le 1-888-982-3862 . (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-888-982-3862 .
(Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-888-982-3862 an. (German)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-888-982-3862 . (Arabic)

Pou jwenn sèvis lang gratis, rele 1-888-982-3862 . (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-888-982-3862 . (Italian)

言語サービスを無料でご利用いただくには、1-888-982-3862 までお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 1-888-982-3862 번으로 전화해 주십시오. (Korean)

برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-888-982-3862 تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-888-982-3862 . (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-888-982-3862 . (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-888-982-3862 .
(Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-888-982-3862 . (Vietnamese)