



User Guide

LAST UPDATE MAY 2026

EYEMED CLIENT PORTAL
eyemmanage

Welcome

The EyeManage User Guide is a digital resource that offers valuable tips and information on how to navigate the site and find exactly what you're looking for.

What is EyeManage?

EyeManage is the benefit management tool that helps our clients work smarter, not harder. It's your one-stop shop for all your benefit information, including:

- Smart search for viewing benefits
- Member management
- Billing and payment options
- Administrator management
- Enrollment reports
- Centralized reporting hub
- Resource center

How to use this guide

This document includes interactive elements. We encourage users to use Firefox or Chrome. When troubleshooting a problem, try clearing cache and cookies first.



Warning indicates key information that relates to the section



Click on home to easily return to table of contents



Lightbulb indicates a helpful tip or consideration



Check-mark indicates a general comment

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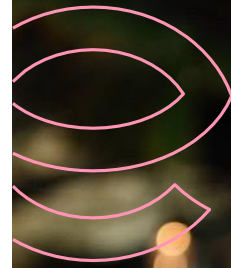
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Navigate directly to a topic by clicking on the topic title

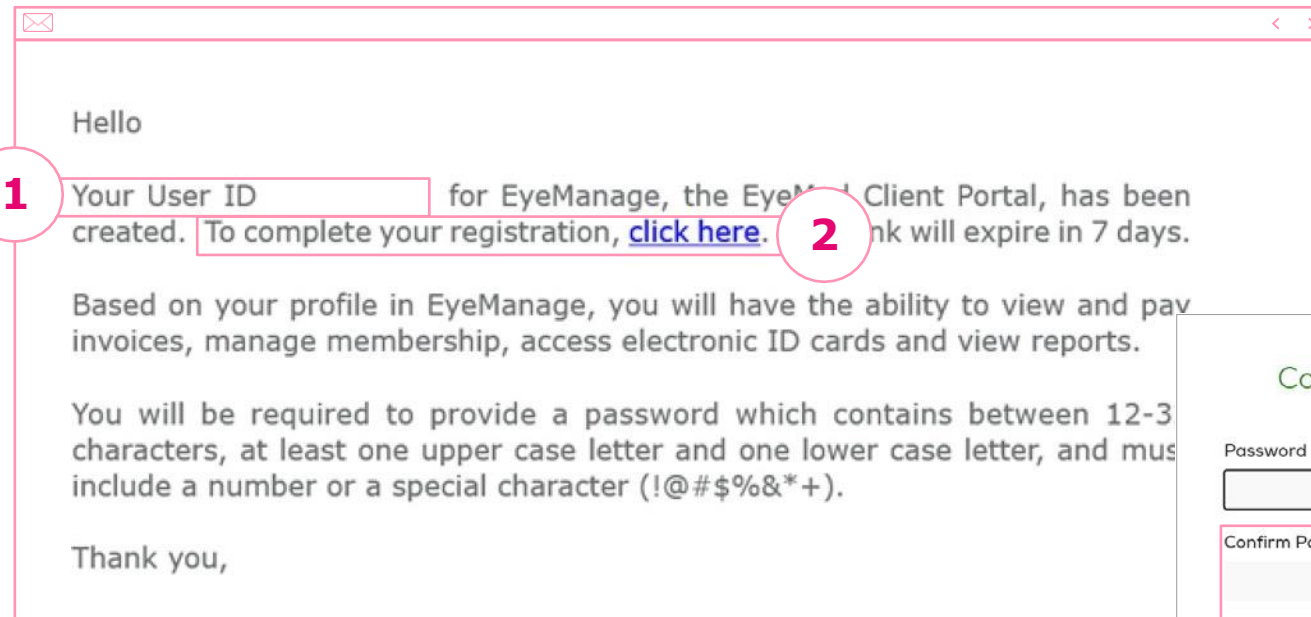


Resend registration email

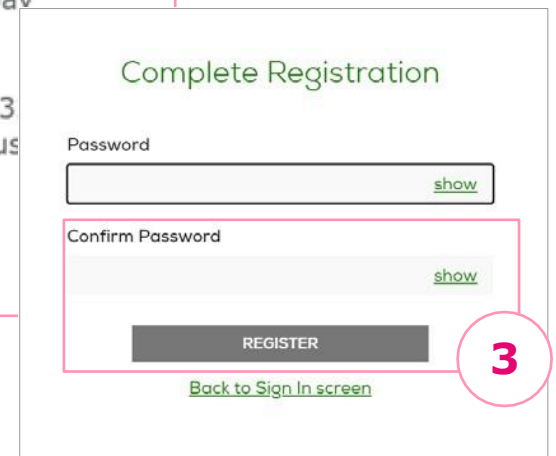


When you first receive your **EyeManage account** information, you will get a system generated User ID.

1. A registration email will be sent to the email address associated with your **User ID**.
2. Follow the hyperlink in the email. The link will expire after 7 days.
3. From the link you will confirm the password and click "Register".



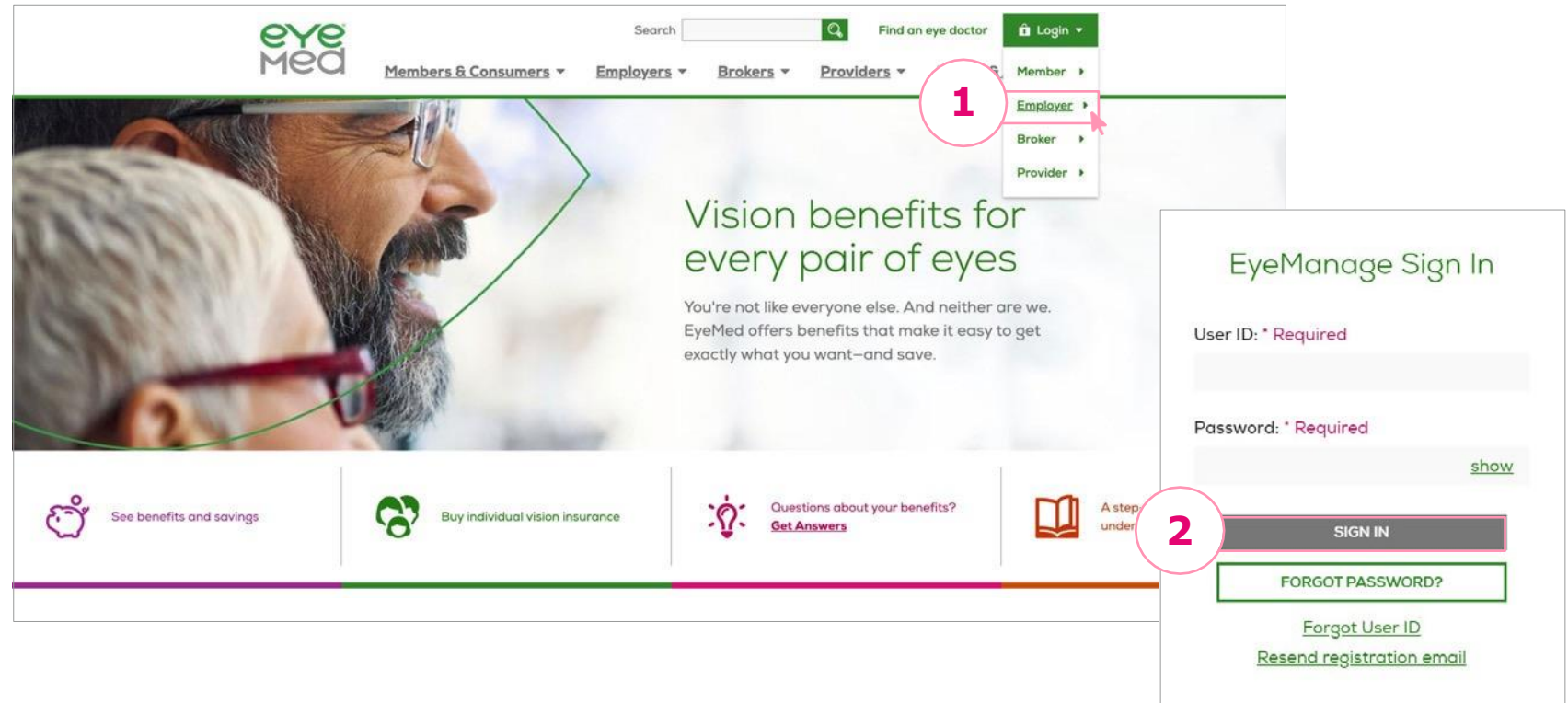
The email will come from donotreply-eyemanage@eyemed.com. Check your spam folder if you are missing the email.



How to sign in



1. Navigate to eyemed.com. Then, you can hover over the "Login" button and click on Employer.
2. Then, enter your User ID and Password and click "Sign in".



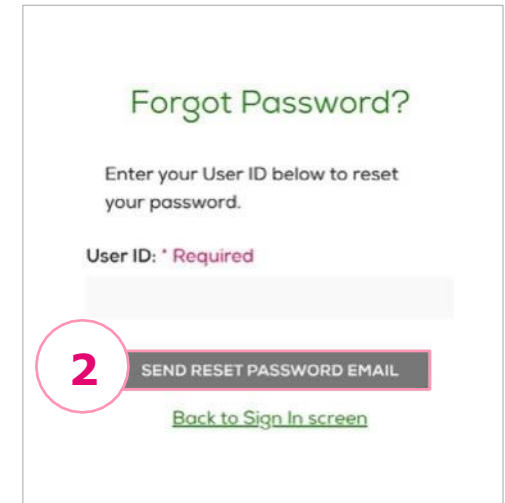
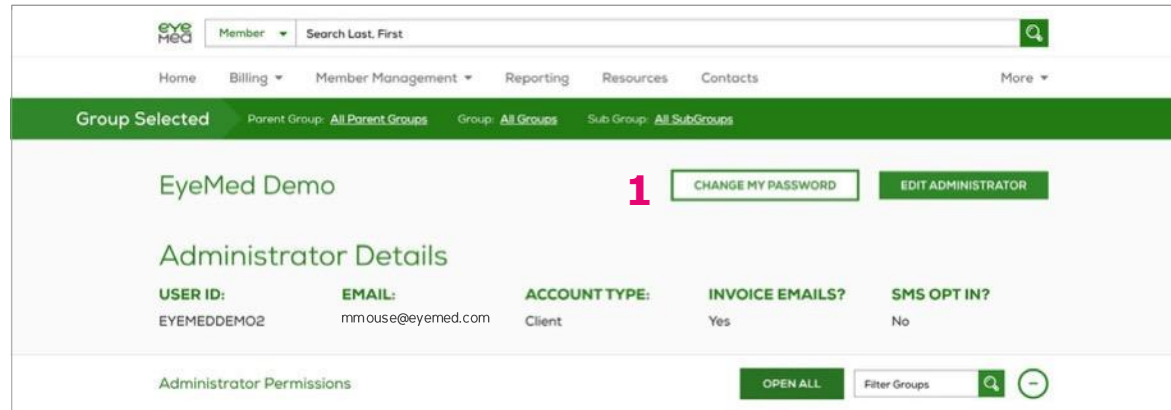
The screenshot displays the EyeMed website interface. At the top right, a 'Login' button is highlighted with a red circle containing the number '1'. A dropdown menu is open, showing options for 'Member', 'Employer', 'Broker', and 'Provider'. The 'Employer' option is highlighted with a red arrow. Below the main navigation, there is a large banner with the text 'Vision benefits for every pair of eyes' and a sub-headline 'You're not like everyone else. And neither are we. EyeMed offers benefits that make it easy to get exactly what you want—and save.' Below the banner, there are four service tiles: 'See benefits and savings', 'Buy individual vision insurance', 'Questions about your benefits? Get Answers', and 'A step under'. At the bottom right, a red circle containing the number '2' points to the 'EyeManage Sign In' form. The form includes fields for 'User ID: * Required' and 'Password: * Required', a 'show' link, a 'SIGN IN' button, a 'FORGOT PASSWORD?' button, and links for 'Forgot User ID' and 'Resend registration email'.

Help with password – how to reset



1. To reset your password, you can click on “**Forgot Password**” from the EyeManage homepage, or if you are already logged in you can click “**Change Password**” from the My Profile details.

2. When prompted, enter your User ID and click “**Send Reset Password Email**”. An email will be sent to the email address associated with the account.



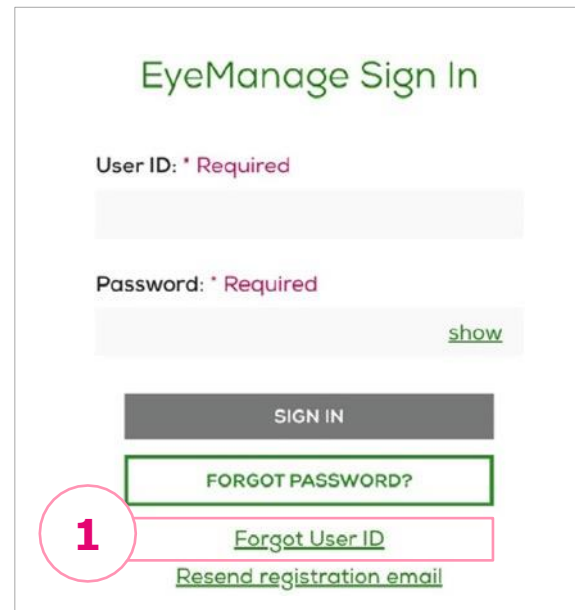
The EyeManage portal will require a password to be reset every 60 days for security purposes.



Help with username – forgot user ID



1. From the EyeManage homepage click on the "Forgot User ID" hyperlink.
2. Then, enter your email and click on the "Send User ID Reminder Email" button.



EyeManage Sign In

User ID: * Required

Password: * Required

 [show](#)

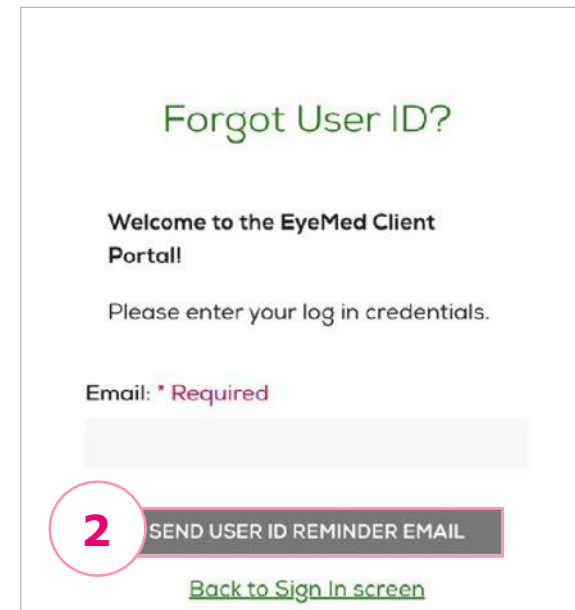
SIGN IN

FORGOT PASSWORD?

Forgot User ID

[Resend registration email](#)

1



Forgot User ID?

Welcome to the EyeMed Client Portall

Please enter your log in credentials.

Email: * Required

SEND USER ID REMINDER EMAIL

[Back to Sign In screen](#)

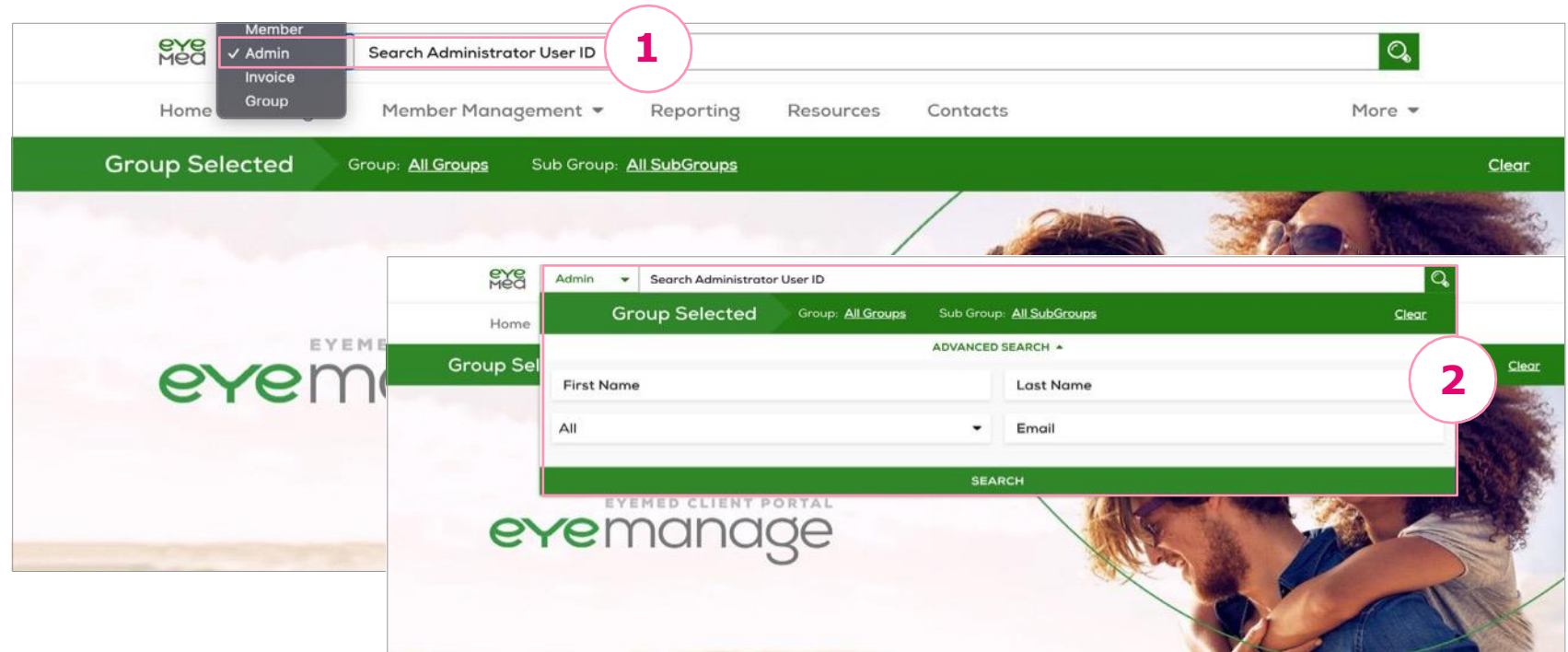
2

Clone an administrator



Part 1 of 3

1. Pull up the admin whose access you would like to clone. To do this, navigate to the search bar at the top of the screen and hover over the parameter filter that by default displays "Admin".
2. You can then enter the admin username in the search bar, or, select "Advanced Search" for more options.



The additional options you can search by are First name, Last name, Email and Account status (Pending, Active, Inactive or All).

Clone an administrator



Part 2 of 3

3. Click "View Details" to view all of the admin information.

ADMINISTRATOR SEARCH CONTEXT:

User ID: Last Name: First Name: Status: Email:

SEARCH

Results

↑ First Name	↑ Last Name	↑ User ID	↑ Account Type	↑ Email	↑ Status	↑ Action
Mickey	Mouse	MMOUSE1	Client		Pending	View Details

3

Clone an administrator



Part 3 of 3

4. Click on the "Clone" button at the top of the webpage. A dropdown will appear, allowing you to choose "To New User".
5. When you click "To New User", this creates a blank admin page where you can enter all the admin details for a completely new User ID. Once on this page, you can follow the steps outlined in the "Add an Administrator" section.

Group Selected Parent Group: All Parent Groups Group: All Groups Sub Group: All SubGroups

Mickey Mouse

PASSWORD RES... **4** CLONE DEACTIVATE EDIT ADMINISTRATOR

To New User **5**

Administrator Details

USER ID: MMOUSE2 EMAIL: mmouse@eyemed.com ACCOUNT TYPE: Client INVOICE EMAILS?: Yes SMS OPT IN?: No

Administrator Permissions

OPEN ALL Filter Groups

EyeMed Demo Premium	Member View	Member Management	Enrollment Report	Claims Invoice	Billing	Admin Management
9685868D Primary Contact: X	✓	✓	✓	✓	✓	+

My profile

Part 1 of 2



1. You can view your admin account details by clicking on the "More" dropdown on the top right hand of the screen and then clicking on the "My Profile" option.
2. This page will show the name, email, User ID and group permissions associated with your account. From this webpage you can change your password or edit your admin account details by clicking "Edit Administrator".

The screenshot shows the EyeMed Client Portal interface. At the top, there is a navigation bar with 'Home', 'Billing', 'Member Management', 'Reporting', 'Resources', and 'Contacts'. A search bar is located on the right. Below the navigation bar, there is a green header with 'Group Selected' and dropdown menus for 'Parent Group: All Parent Groups', 'Group: All Groups', and 'Sub Group: All SubGroups'. The main content area features the 'eyemanage' logo and a 'Welcome Back, EyeMed Dem...' message. On the right side, there is a 'More' dropdown menu with options: 'Administrator Management', 'Provider Locator', 'Attestations', 'Open Enrollment', 'Bookmark This Page', 'My Profile', and 'Logout'. The 'My Profile' option is highlighted with a red circle and the number '1'. Below the main content, there is a section for 'EyeMed Demo' with buttons for 'CHANGE MY PASSWORD' and 'EDIT ADMINISTRATOR' (highlighted with a red circle and the number '2'). The 'Administrator Details' section shows the following information:

USER ID:	EMAIL:	ACCOUNT TYPE:	INVOICE EMAILS?	SMS OPT IN?
EYEMEDDEMO2	mmouse@eyemed.com	Client	Yes	No

Below the details, there is an 'Administrator Permissions' section with an 'OPEN ALL' button and a 'Filter Groups' search bar. A table lists the permissions for 'EyeMed Demo ASO' (ID: 1009552D, Primary Contact: ✓):

Member View	Member Management	Enrollment Report	Claims Invoice	Billing	Admin Management
✓	✓	✓	✓	✓	✓

My profile

Part 2 of 2



Clicking the "Edit Administrator" option will only give you the option to edit the details associated with your account.



The screenshot shows the 'EyeMed Demo' administrator profile page. At the top, there is a header with the EyeMed logo and the text 'EyeMed Demo'. To the right of the header are three buttons: 'Cancel', 'CHANGE MY PASSWORD', and 'SUBMIT'. Below the header is a section titled 'Administrator Details' with a minus sign icon on the right. The form contains the following fields and options:

- First Name:** EyeMed
- Last Name:** Demo
- User ID:** EYEMEDDEMO2
- Email Address:** mmouse@eyemed.com
- Contact Phone:** A dropdown menu showing '+1' with a US flag icon.
- SMS Opt In?:** An unchecked checkbox.
- Account Type:** Client
- Receive Invoice Notification Emails?:** A checked checkbox.

At the bottom of the form, there are two buttons: 'Cancel' and 'SUBMIT'.

Smart search – member search

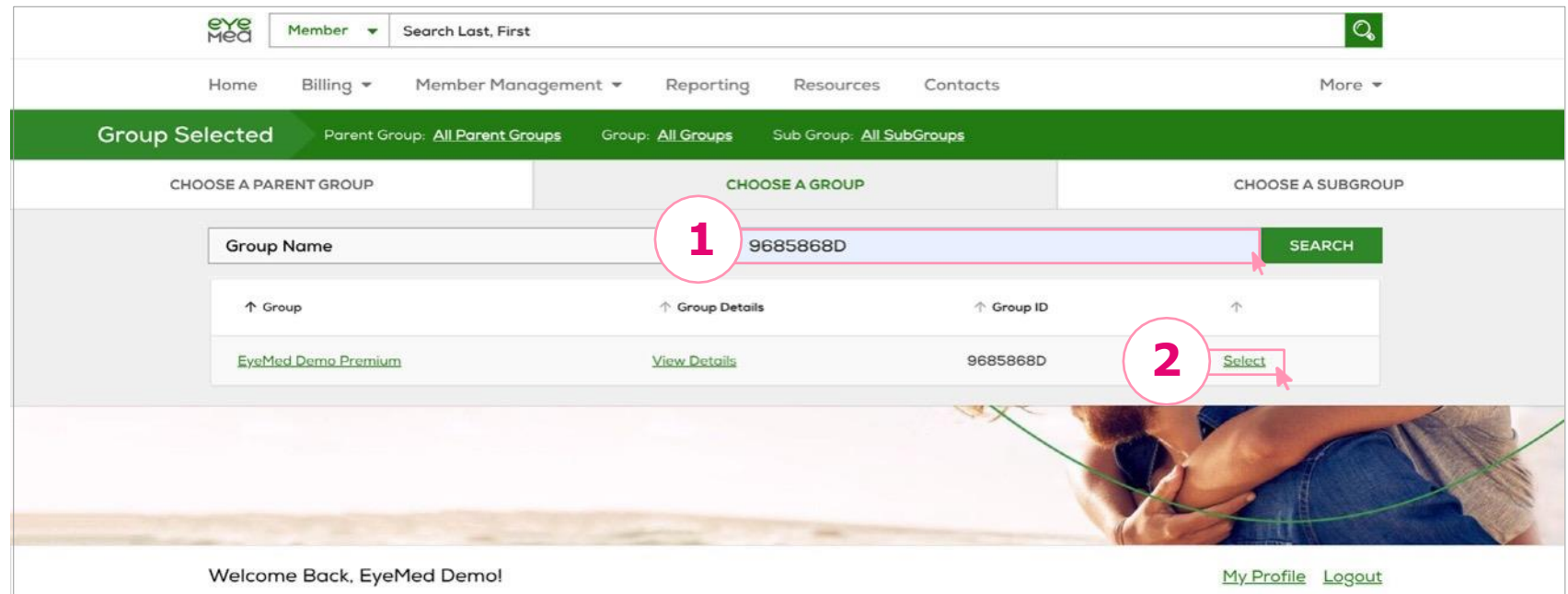


Part 1 of 3

We recommend entering the group information in the green context bar prior to searching by member name to ensure the most accurate results.



1. Enter the **group ID number** in the search bar before searching by member name.
2. Once the correct group information appears in the search results, click the green **"Select"** button.



The smart search bar at the top of the EyeManage homepage can be used to search for members, administrators, groups and invoices.

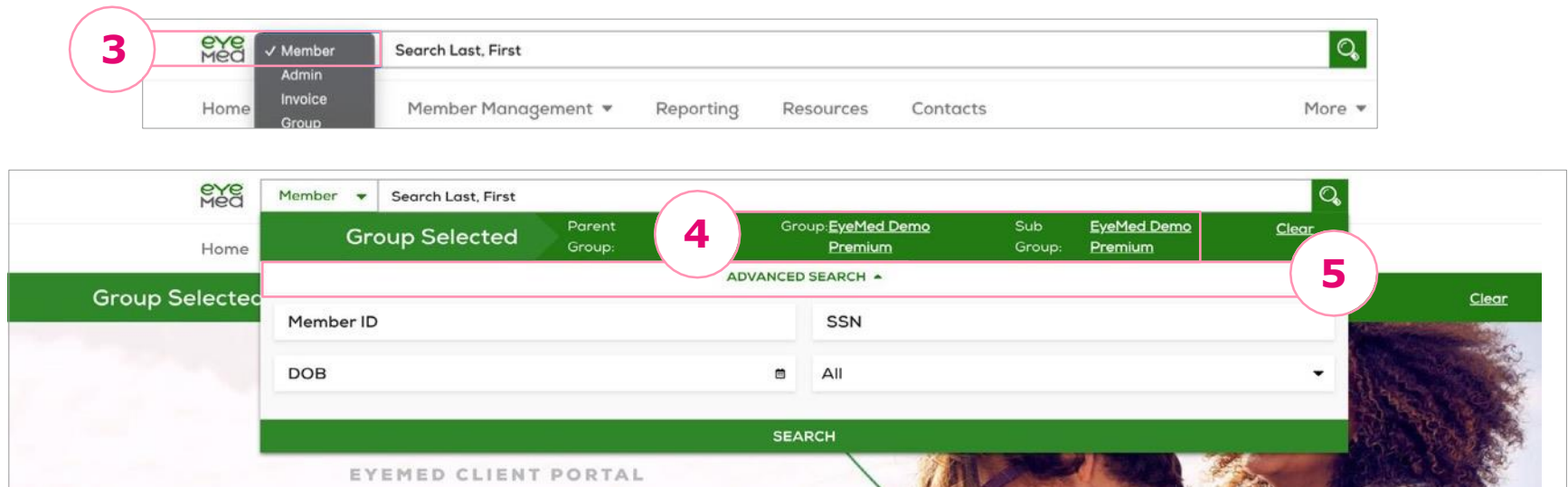
For best results use the group ID number versus the group name.

Smart search – member search



Part 2 of 3

3. Select Member in the smart search bar at the top of the homepage to verify that the parameter filter displays the "Member option".
4. Verify the group's name is displayed in the green bar.
5. Click inside the search bar to expand the "Advanced Search" options. This allows you to search by member ID, social security number and date of birth.



The smart search bar always utilizes the format: last name, followed by first name. The comma is the separator between the first and last name entries. Partial name will work when looking up a member.



Smart search – member search



Part 3 of 3

- The results will display the members that match the criteria specified. Click anywhere on the member's name or move the side scrolling bar at the bottom and click on the "View Details" button to load the member details page.

MEMBER SEARCH CONTEXT:

Last Name: SA
Member ID:
DOB

First Name: SU
SSN:
Status: All

SEARCH

Susan Sample [PRINT] [ADD DEPENDENT] [EDIT]

Personal Information [PRINT ID CARD]

Group: EyeMed Demo Premium - 9685868D | EyeMed Member ID: 260121290 | Client's Member ID: TEST123456 | Member Status: Active

First Name: Susan | Last Name: Sample | Date Of Birth: 05/15/1965 | Relationship: Subscriber

Gender: Female | SSN: | Network Name: Access Network | Last ID Card Mailed:

Member Coverage [EDIT COVERAGE]

Actions	Subgroup	Class	Plan	Effective Date	Term D
Modify/Term	EyeMed Demo Premium - 1001	EyeMed Demo Premium - 1001	Benefit Level 2 - 10000002	09/19/2022	

Member Search Results **6**

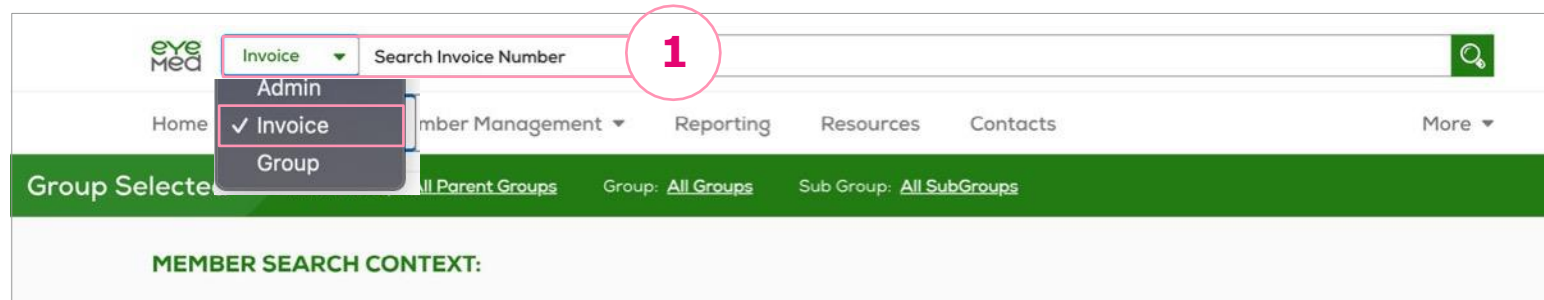
Last Name	First Name	Client's Member ID	Group	Relationship	DOB	Status	View Details
Sample	Susan	TEST123456	EyeMed Demo Premium - 9685868D	Subscriber	05/15/1965	Active	View Details

Smart search – invoice search



1. From the EyeManage homepage, you can change the smart search bar filter to “Invoice” to search for a specific invoice. This function will only allow you to search using the exact invoice number.

If you would like to find all invoices associated with this account, please reference the billing section.



EyeManage only retains the last 18 months of invoices

Smart search – admin search

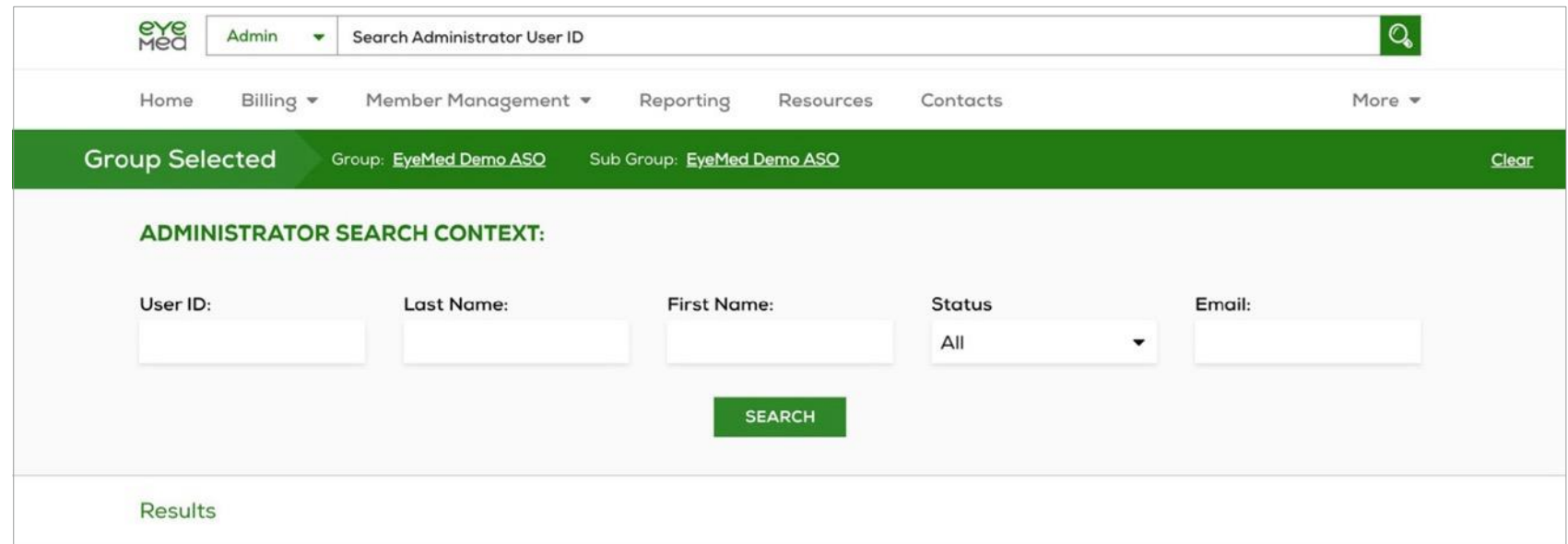


Part 1 of 2

You can use the smart search bar at the top of the EyeManage homepage to locate specific administrator accounts.

We recommend using the green context bar across the top of the screen to search for administrators associated with a specific group.

If you only enter the group information, using the admin search feature, EyeManage will load all administrator accounts associated with this group ID.



The screenshot shows the EyeMed Admin search interface. At the top, there is a search bar with the text "Search Administrator User ID" and a magnifying glass icon. Below the search bar is a navigation menu with links for Home, Billing, Member Management, Reporting, Resources, and Contacts, along with a "More" dropdown. A green context bar displays "Group Selected" with "Group: EyeMed Demo ASO" and "Sub Group: EyeMed Demo ASO", and a "Clear" link. Below the context bar is the "ADMINISTRATOR SEARCH CONTEXT:" section, which includes input fields for "User ID:", "Last Name:", "First Name:", "Email:", and a "Status" dropdown menu set to "All". A green "SEARCH" button is positioned below the input fields. At the bottom of the form, the word "Results" is displayed in green.

Smart search – admin search



Part 2 of 2

1. If you would prefer to search across multiple groups, you can leave the green bar blank and enter the admin information in the Smart Search bar. You can enter the Admin User ID in the bar or click on the **“Advanced Search”** button to expand the search options.
2. If you wish to see all users that currently have access to your group, leave the search bar blank and select the **magnify glass**.

The screenshot displays the EyeMed Admin Management interface. At the top left is the EyeMed logo. To its right is a navigation bar with 'Admin' and a dropdown menu showing 'EYEMEDDEMO2'. A magnifying glass icon is on the right of this bar, circled in red with the number '2'. Below this is a green header bar with 'Group Selected' and filters for 'Parent Group: All Parent Groups', 'Group: All Groups', and 'Sub Group: All SubGroups'. Below the header is an 'ADVANCED SEARCH' section with a dropdown arrow. The search form includes fields for 'Last Name:', 'First Name:', 'Member ID:', 'SSN:', 'DOB', and 'Status'. A green 'SEARCH' button is at the bottom of the form. At the very bottom of the page, it says 'Member Search Results'.

Transaction history



1. Go to "My Profile" to under the "More" dropdown menu on the homepage to see the Admin details. Then, scroll down and click on the green "Transaction History" button.
2. This will show the recent changes that have been made to this admin's permissions.

The screenshot displays the 'EyeMed Demo' administrator interface. At the top, there are buttons for 'CHANGE MY PASSWORD' and 'EDIT ADMINISTRATOR'. Below this is the 'Administrator Details' section with fields for 'USER ID: EYEMEDDEMO2', 'EMAIL: mmouse@eyemed.com', 'ACCOUNT TYPE: Client', 'INVOICE EMAILS?: Yes', and 'SMS OPT IN?: No'. The 'Administrator Permissions' section shows two groups: 'EyeMed Demo ASO' and 'EyeMed Demo Premium', each with checkboxes for 'Member View', 'Member Management', and 'Enrollm Report'. A 'Transaction History' table is visible, with a 'SHOW TRANSACTION HISTORY' button circled in red and labeled '1'. The table has columns for Date, Group ID, Subgroup, Module, Action, and User Name. Two entries are shown: one on 04/07/2025 and another on 01/06/2025, both involving a 'Password' reset by user 'EYEMEDDEMO2'. A red circle labeled '2' highlights the 'Transaction History' section header.

↓ Date	↑ Group ID	↑ Subgroup	↑ Module	↑ Action	↑ User Name
04/07/2025			Password	RESET	EYEMEDDEMO2
01/06/2025			Password	RESET	EYEMEDDEMO2



From this example you can view that the user EYEMEDDEMO reset Manage users access to this admin's permissions on 01/06/2025 and 04/07/2025.

Text multi-factor authentication



Part 1 of 2

As part of EyeMed's ongoing commitment to the security of your account, admins are automatically enrolled in **email** verification for multi-factor authentication.

However, you can opt for **text message** verification instead.



1. Hover your cursor over the "More" dropdown menu at the top right corner of the EyeManage homepage and click "My Profile".
2. This will display your account information and current permissions. Click on the "Edit Administrator" button in the top right-hand corner of the screen.

The screenshot shows the EyeMed Demo Administrator Management interface. At the top, there is a navigation bar with links for Home, Billing, Member Management, Reporting, Resources, and Contacts. Below this, there are filters for 'All Parent Groups', 'Group: All Groups', and 'Sub Group: All SubGroups'. The main content area displays 'EyeMed Demo' and 'Administrator Details' for a user with ID 'EYEMEDDEMO2' and email 'mmouse@eyemed.com'. The user's account type is 'Client', and they have 'Invoice Emails' enabled. A 'CHANGE MY PASSWORD' button is visible. A 'More' dropdown menu is open on the right side, showing options like 'Administrator Management', 'Provider Locator', 'Attestations', 'Open Enrollment', 'Bookmark This Page', 'My Profile', and 'Logout'. The 'My Profile' option is highlighted with a red circle and the number '1'. The 'EDIT ADMINISTRATOR' button is also highlighted with a red circle and the number '2'.

Text multi-factor authentication



Part 2 of 2

3. Enter your phone number in the "Contact Phone:" box and make sure to check the "SMS Opt In?" box.
4. Once all required fields are filled out, the gray submit button will turn green. Hit the "Submit" button to save your changes. This will enroll your MFA preference to text message instead of email.

EyeMed Demo

Cancel CHANGE MY PASSWORD SUBMIT

Administrator Details

First Name: EyeMed Last Name: Demo User ID: EYEMEDDEMO2 Email Address: mmouse@eyemed.com

Contact Phone: * Required SMS Opt In?

Account Type: Client Receive Invoice Notification Emails?

By providing my phone number, I agree to receive text messages to complete my registration. Standard message and data rates apply. Limited to US phone numbers only.

Cancel SUBMIT



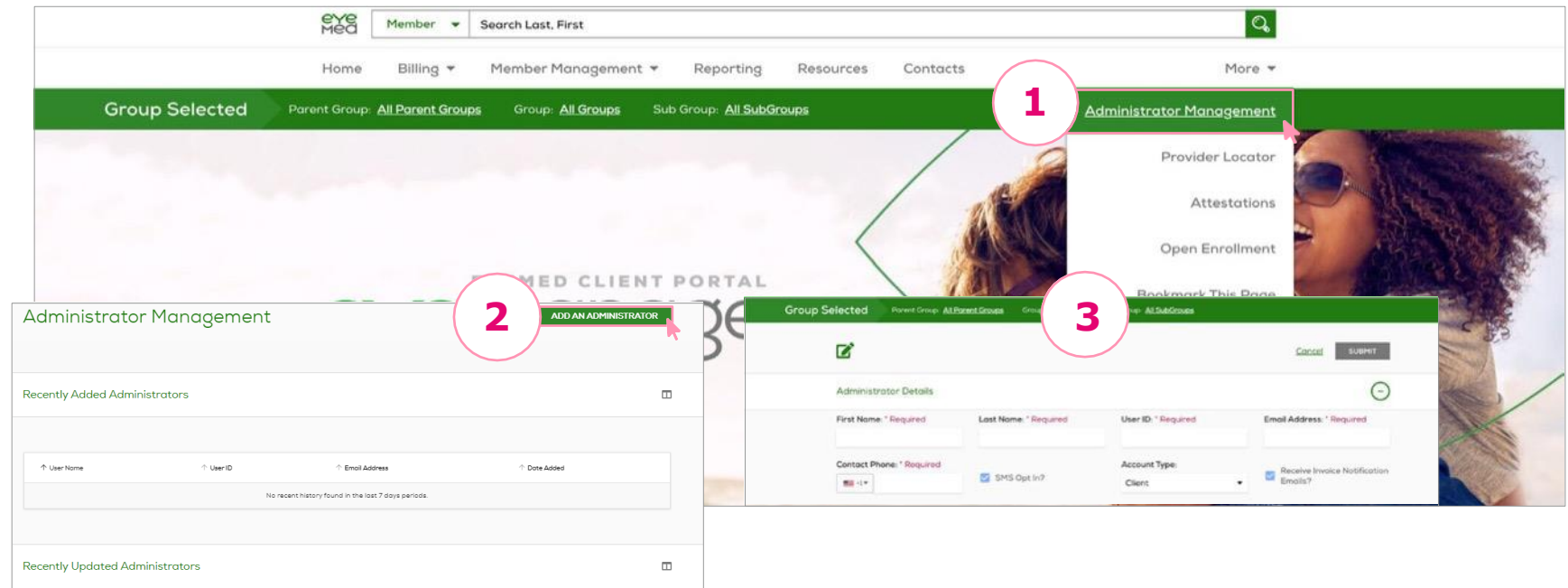
Make sure that the number you provide is a mobile phone number so you can receive the text messages.

Add an administrator



Part 1 of 2

1. From the EyeManage homepage, go to the "More" dropdown menu in the top right corner and click on "Administrator Management".
2. Next, click on the green "Add an Administrator" button in the top right-hand corner.
3. Enter the admin's first name, last name and email address. EyeManage will create a User ID based on the first name, last name or pre-existing accounts.



EyeManage will automatically create a User ID based on the first and last name or pre-existing accounts to avoid duplicate User ID's.

Add an administrator



Part 2 of 5

Admins are automatically enrolled in multi-factor authentication. This setting is defaulted to email verification, however, the "SMS Opt In?" box listed on the admin details page allows the user to set text message verification as their preferred method. Be sure to add all group ID's the new administrator should have access to.

4. Select the **account type** from the dropdown.
5. Our system requires at least one group to be associated with the admin user account. To add a group, you can click on "Add a Group" towards the bottom of the page.



You will be required to add the group to the admin account even if you already have the group information selected in the green context bar at the top of the screen.

Add an administrator



Part 3 of 5

6. Once you've located the correct group name, check the box to the left of the group name and click on the green "Submit" button.

Group Name	Group ID
<input type="checkbox"/> ↑ Group Name	↑ Group ID
<input type="checkbox"/> EyeMed Demo ASO	1009552D
<input checked="" type="checkbox"/> EyeMed Demo Premium	9685868D



You can search by either group name or group ID number.

Add an administrator



Part 4 of 5

7. You can edit the administrator's access by reviewing the 6 check boxes listed by the group name.

- Member View
- Member Management
- Enrollment permissions
- Billing permissions
- Claims permissions
- Admin Management permissions
- Primary Contact

Only client users can have access to Admin Management permissions as this is used to approve attestation requests from broker/TPA users to access the client information.



Once you have added all the groups and completed the admin information details click on the green submit button to complete the process.

You will see a plus sign (+) to indicate subgroup access.

The screenshot shows the 'Administrator Permissions' section of a web application. At the top, there are fields for phone number, SMS Opt In, Client, and Receive Invoice Notification Emails. Below this is a table of administrator permissions for the 'EyeMed Demo Premium' group. The table has columns for Member View, Member Management, Enrollment Report, Claims Invoice, Billing, and Admin Management. The Admin Management column has a plus sign (+) next to it, which is circled in red with the number 7. A green 'SUBMIT' button is highlighted at the bottom right.

Add an administrator



Part 5 of 5

8. Once completed, the finished admin details will appear in the window.

At least one client admin needs to have Admin Management access to be able to approve attestations for TPA's and brokers.



Mickey Mouse

PASSWORD RESET CLONE DEACTIVATE EDIT ADMINISTRATOR

Administrator Details

USER ID: MMOUSE2 **EMAIL:** mmouse@eyemed.com **ACCOUNT TYPE:** Client **INVOICE EMAILS?:** Yes **SMS OPT IN?:** No

Administrator Permissions

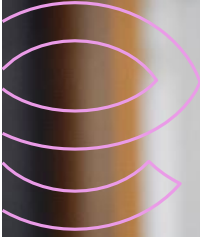
OPEN ALL Filter Groups

EyeMed Demo Premium	Member View	Member Management	Enrollment	Claims	Billing	Admin Management
9685868D Primary Contact: ✖	✓	✓	✓	✓	✓	+

8

Membership

p.28-39



- [Adding a new subscriber >](#)
- [Adding a dependent >](#)
- [Modify/term coverage >](#)
- [Void member >](#)
- [Print ID card >](#)
- [Run an enrollment report >](#)
- [View benefit summary >](#)
- [View member eligibility >](#)



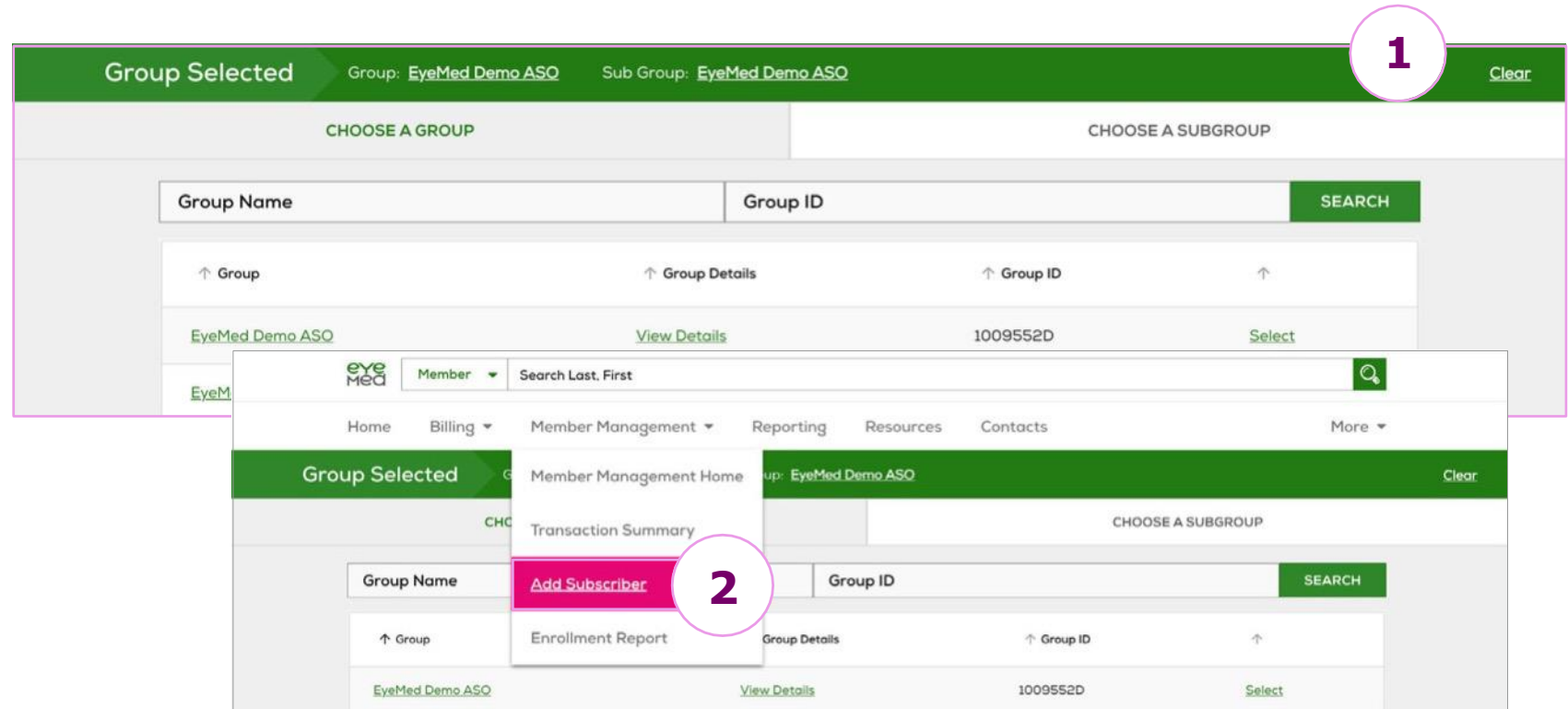
Navigate directly to a topic by clicking on the topic title

Adding a new subscriber



Part 1 of 2

1. To add a new subscriber, ensure that the group information is loaded in the green context bar across the top of the screen. This confirms that you are adding the subscriber to the correct plan.
2. Hover your cursor over the member management dropdown menu at the top of the homepage. Select "Add Subscriber" from the menu.



Adding a new subscriber



Part 2 of 2

Since you entered the group details in the green bar this information will auto populate for you on the enrollment screen.



3. You can enter the subscriber's information, such as first and last name, date of birth, etc. Then click "Submit and Continue" to enter the member's address, email address and phone number.

4. Once all required fields are filled in, click the green "Continue" button to finish the enrollment.



An indicator that the client ID number is required is the red asterisk accompanying the field on the enrollment page. Some clients can opt-in to requiring a client member ID number when enrolling members. If this is required, and you have not entered the information, the "Submit and Continue" button will remain grayed out, and not allow you to move further. Unlike the social security number, there are no dashes for client member ID. You cannot use periods in the middle initial spot. Only fields with red asterisks are required.

Adding a dependent



Part 1 of 2

1. Once you complete the subscriber information form and hit submit, you will see the green "Add Dependent" button at the top of the screen.
2. Enter the dependent information. Effective dates for dependents will default to the effective date that the subscriber has listed.

If the dependent should have a different effective date, you can simply edit the effective date box on this screen. The dependents address details will default to match the subscriber's information.



Sally Sample

PRINT ADD DEPENDENT EDIT

Personal Information

Group: EyeMed Demo Premium - 9685868D EyeMed Member ID: 279278 Client's Member ID: Member Status:

First Name: Sally Last Name: Sample

Gender: Female SSN:

Add Dependent SAVE DRAFT CANCEL

Client's Member ID: 0001

First Name: Sam Middle Initial: Last Name: Sample Suffix:

Date Of Birth: 04/04/2023 Relationship: Son Gender: Male SSN:

Effective Date: 12/01/2024 Term Date:



Only fields with asterisks are required.

Adding a dependent



Part 2 of 2

3. Once the member's information is completed, press "Submit and Continue" to complete the enrollment. A confirmation will display to verify that the change has been submitted. All changes are reflected on the member account in real time.

Reporting Code 2: Reporting Code 3: Reporting Code 4:

Reporting Code 5:

Privacy Address

Language Assistance

3 SUBMIT AND CONTINUE

3 SUCCESS: Member updated

Sally Sample

Personal Information

Group:	EyeMed Member ID:
EyeMed Demo Premium - 9685868D	279278152



Please note that if the group sends a file feed, the file feed will override any manual changes submitted in the EyeManage portal.

Modify/term coverage



To modify a member's coverage, first, locate the member's detail page in EyeManage. This can be performed by using the smart search function.

1. Then click on the green "Modify/Term" hyperlink.
2. Enter a termination date to end a member's benefits.
3. You can also click "Change Original Effective Date" if the original date of coverage needs to be adjusted.

The screenshot shows the 'Member Coverage' section in EyeManage. A table lists members, with the 'Modify/Term' link highlighted by a red circle with the number 1. Clicking this link opens the 'Sally Sample / Edit Coverage' form. The form includes a 'Term Date' field with a calendar icon, highlighted by a red circle with the number 2. Below the form, a link 'Change Original Effective Date' is highlighted by a red circle with the number 3. The form also displays member details: EyeMed Demo Premium - 9685868D, 279278152, 0001, Subscriber.



EyeMed provides up to 90 days retro credits/charges. EyeMed does not prorate premiums. Due to this, we recommend terming at the end of the month.

Void member



Voiding a member means changing the member's enrollment status to "Never Active". This can be used when a member was enrolled but changed their enrollment elections or was enrolled in error.

This option should not be used in place of terminating members



1. Navigate to the Member from the Client page. To void a member, go to the Member Coverage section and click on the green "Edit Coverage" button.
2. Select "Void Member" from the dropdown menu.
3. You will need to verify the void request.

Member Coverage

EDIT COVERAGE **1**

Reinstate
Void Member **2**

↑ Actions	↑ Subgroup	↑ Class	↑ Plan	↑ Effective Date	↑ Term D
Modify/Term	EyeMed Demo Premium - 1001	EyeMed Demo Premium - 1001	Benefit Level 2 - 10000002	09/19/2022	

Company Code
EYE CARE ONE

3

! This should not be used to term this member. This will eliminate the member's benefits. NO VOID

↑ Actions	↑ Subgroup	↑ Class	↑ Plan	↑ Effective Date	↑ Term D
Modify/Term	EyeMed Demo Premium - 1001	EyeMed Demo Premium - 1001	Benefit Level 2 - 10000002	09/19/2022	

Company Code



The void is complete when the member coverage box is empty.

Print ID card



1. You can access a PDF copy of the Member's ID card by navigating to the Member Details homepage.
2. In the top right corner of the member page there is a "Print ID Card" button
3. The PDF file will then be downloaded through the web browser.

The screenshot shows the EyeMed member portal interface. At the top, there is a search bar with a dropdown menu set to 'Member' and a search field containing 'Search Last, First'. Below this is a navigation menu with options: Home, Billing, Member Management, Reporting, Resources, Contacts, and More. A green banner indicates the 'Group Selected' information: Parent Group: All Parent Groups, Group: All Groups, and Sub Group: All SubGroups. The member's name, 'Susan Sample', is displayed in the center, with buttons for 'PRINT', 'ADD DEPENDENT', and 'EDIT' to the right. Below the name, the 'Personal Information' section is visible, featuring a 'PRINT ID CARD' button. A preview of the ID card is shown in a box, containing the EyeMed logo, website URL (www.eyemed.com), contact information, member name (Susan Sample), group number (9685868D), and effective date (09/19/2022). To the right of the ID card preview, a table of member details is displayed:

Client's Member ID: TEST123456	Member Status: Active
Date Of Birth: 05/15/1965	Relationship: Subscriber
Network Name Access Network	Last ID Card Mailed:

Run an enrollment report *(pull an active census)*

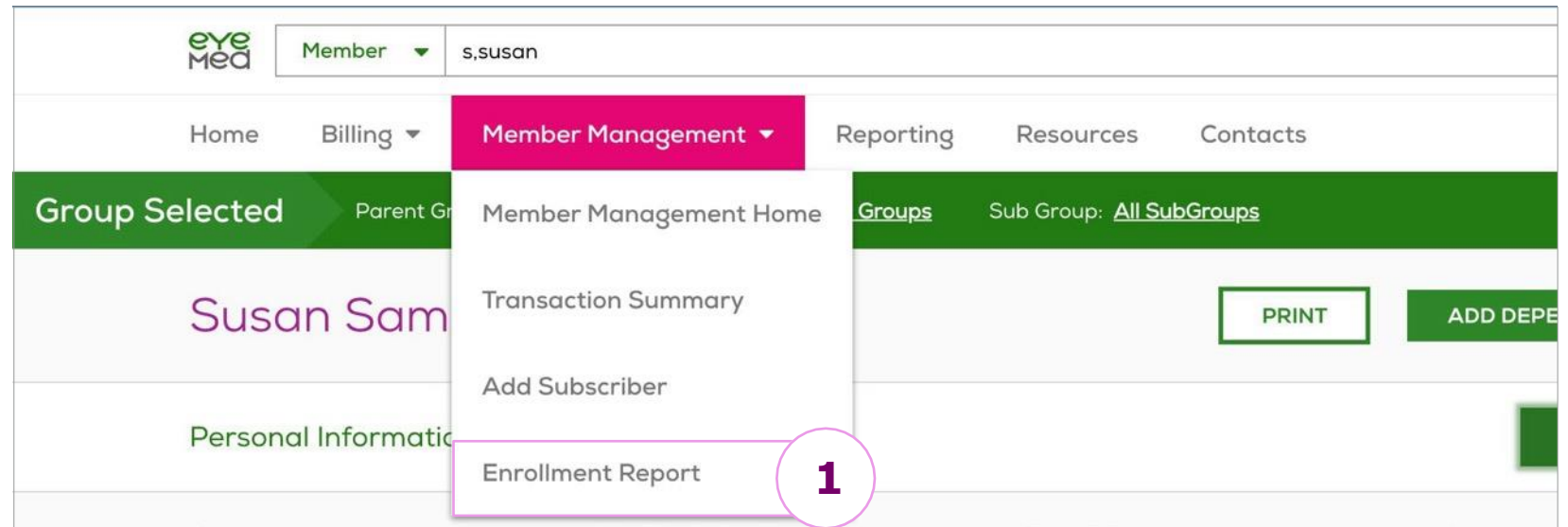


Part 1 of 2

Make sure that you have the group ID information listed in the green context bar at the top of the EyeManage home screen.



1. Go to the Member Management dropdown menu and click "Enrollment Report". The group and subgroup data will auto-populate based on the data that you previously selected in the Green Bar.



Run an enrollment report *(pull an active census)*



Part 2 of 2

- 3. You can change the status type to filter the results that you load in your report home screen.
- 4. Click "Generate Report", to download the excel file through your web browser.

Enrollment Reports

No reports available.

Generate Enrollment Report

Group * Required: All Groups

Subgroup: All Subgroups

GENERATE REPORT

Status: All, Active, Inactive

All will pull both terminated and active employees listed on the group/ subgroup ID numbers specified.

Inactive will pull both terminated and voided members listed on the Group/ Subgroup ID number.

Active will only pull active members listed on the Group/ Subgroup ID.

View benefit summary



Plan benefits are under the Member Eligibility section on the member details homepage. You can view routine vision benefits, additional purchase benefits, hearing benefits and LASIK Benefits.

You can also see in-network member costs and out-of-network reimbursement rates. Members can view their benefit details by registering on eyemed.com or requesting a benefit summary emailed to them by our service center.



The screenshot shows the 'Member Eligibility' section of a website. A dropdown menu is open for the 'Category' field, showing options: Routine (selected), Additional Purchase, Hearing, and LASIK. Below this is a 'BENEFITS' table with columns for 'Vision Care Services', 'In-Network Member Cost', and 'Out-of-Network Member Reimbursement'. The table lists services like Exam, Retinal Imaging, and Contact Lens Fit and Follow-Up. At the bottom of the page, there are buttons for 'SEND BENEFIT DETAILS', 'PRINT', 'EMAIL', and 'FAX', along with input fields for 'Email' and 'Fax Number'.

Vision Care Services	In-Network Member Cost	Out-of-Network Member Reimbursement
Exam Services		
Exam	\$10 copay	Up to \$35
Retinal Imaging	Up to \$39	Not covered
Contact Lens Fit and Follow-Up		
Fit and Follow-up - Standard	Up to \$55	Not covered
Fit and Follow-up - Premium		
Frame		



You can also email or fax the benefit details for the member by scrolling to the bottom of the web page.

View member eligibility



On the Member Details page, you can scroll down to view the member eligibility section.

This page shows either Yes/No for the eligibility status, the benefits frequency and the date that the member will become eligible for this service. It also shows the plan's service restriction.



Member Eligibility Category: Routine

Eligibility As Of:

In-Network Restrictions
Plan allows the member to receive either contacts and frame, or frame and lens services.

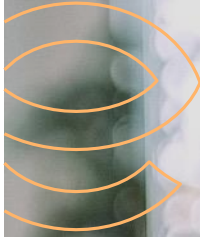
Service	Frequency	Eligible	Eligible as of Date
Routine			
Exam	Once every 12 months from the date of service	Yes	09/19/2022
Lenses	Once every 12 months from the date of service	Yes	09/19/2022
Frame	Once every 12 months from the date of service	Yes	09/19/2022
Contact Lenses	Once every 12 months from the date of service	Yes	09/19/2022
Contact Lens Fit and Follow-up	Unlimited	Yes	09/19/2022

Billing

p.40-50

- [Billing homepage](#) >
- [View/download invoice and roster](#) >
- [Auto pay & manage auto payment methods](#) >
- [Make a one-time payment](#) >

Navigate directly to a topic by clicking on the topic title

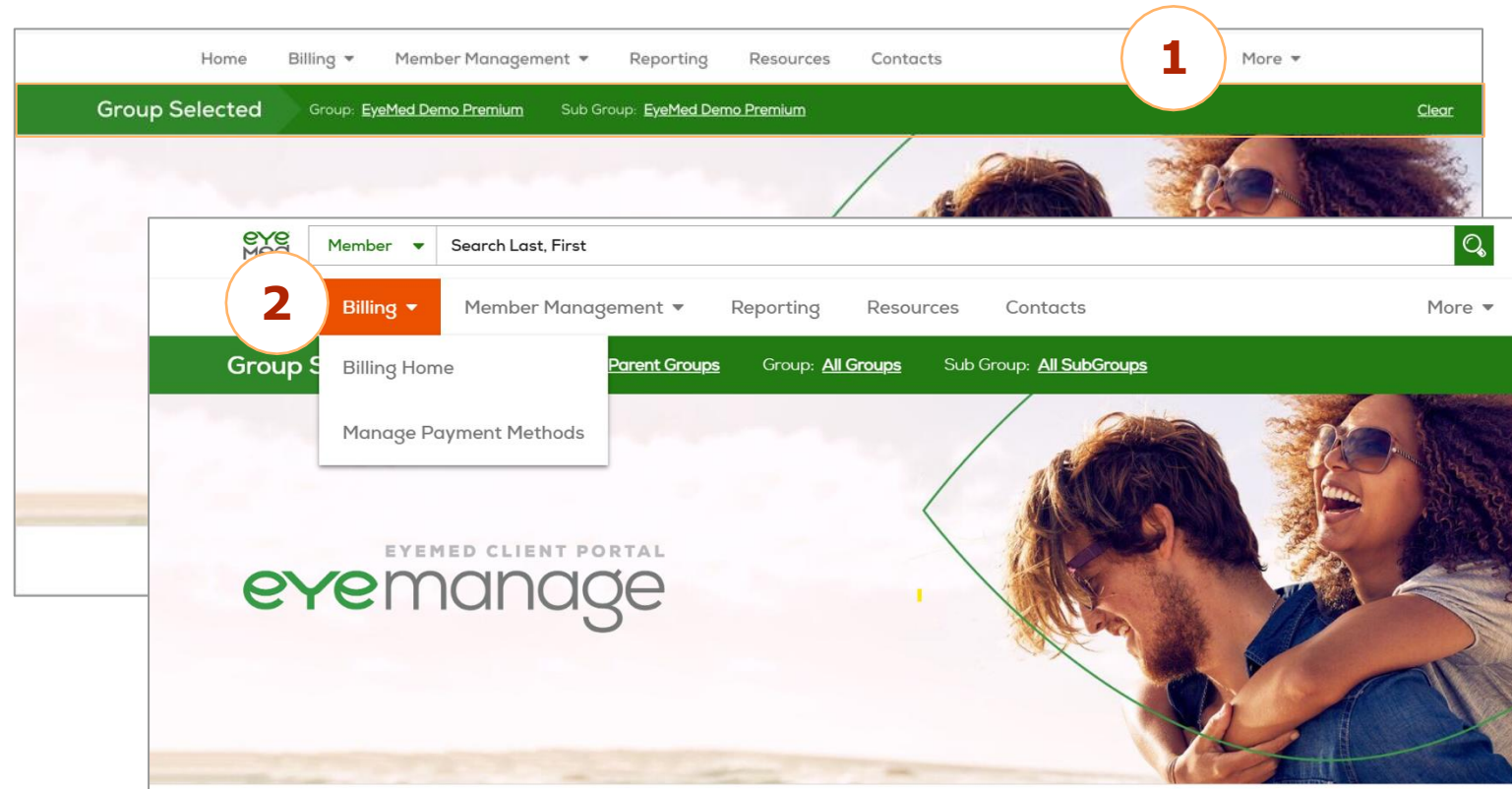


Billing homepage



1. Enter the group information in the green context bar at the top of the EyeManage home screen.
2. Then hover your cursor over the billing dropdown menu and click on the "Billing Home" button.

By default, this homepage will only display the open invoices within the last 17 months. Open invoices include payment pending invoices, unpaid invoices or invoices that have issued a credit that has not yet been applied.



View/download invoices & rosters



Part 1 of 2

1. You can click on "Show Paid Invoices" to view all invoices for the last 17 months, rather than just open invoices.
2. Click "Download" to save an invoice summary, open rosters, open invoices or a compressed file with both rosters and invoices.

Billing

Welcome to our Billing Home Page! You can view a summary of all subgroups you have access to or you may select a single subgroup above.

Current Balance:
\$10,370.15

DOWNLOAD PAYMENT HISTORY

1 SHOW PAID INVOICES MONTHS **2** DOWNLOAD ▾ DETAILED VIEW

ROSTERS
INVOICES
ROSTERS & INVOICES

EyeMed Demo ASO - 10 **\$3,480.00**
Group Total



When you're viewing all invoices (not just open ones), the download button will save both invoices/rosters from the entire list.

View/download invoices & rosters



Part 2 of 2

3. To download a single invoice and roster click on the "green hyperlink" for the invoice you are trying to view.
4. After you click the selected invoice, you will be taken to the Invoice Overview page. The "green download button" towards the top right hand of the screen will download the invoice only.
5. The "green download button" next to the roster hyperlink will download the roster only.

The screenshot displays the billing system interface. At the top, it shows 'EyeMed Demo Premium - 1001' with a 'Subgroup Total' of '\$6,890.15'. Below this is a list of invoices:

Invoice #	Month	Summary	Amount	Balance	Status
300017718	Jan 2023	Premium Summary	\$545.72	\$545.72	PENDING PAYMENT
300017094	Sep 2022	Premium Summary	\$503.09	\$503.09	PENDING PAYMENT
300016925					

The detailed view for 'Invoice #: 300017718' is shown below. It includes a 'Billing Home' link, a 'MAKE PAYMENT' button, and an 'Invoice Overview' section. In the 'Invoice Overview' section, there is a 'green download button' (circled 4) and a 'minus' icon. Below this, there is a 'Premium Roster' section with a 'Prem_Roster_300017718.xlsx' file and a 'green download button' (circled 5). The 'Invoice Status' is shown as 'PENDING PAYMENT'.



When you're viewing all invoices (not just open ones), the download button will save both invoices and rosters from the entire list.

Set up payment methods (auto or one-time)

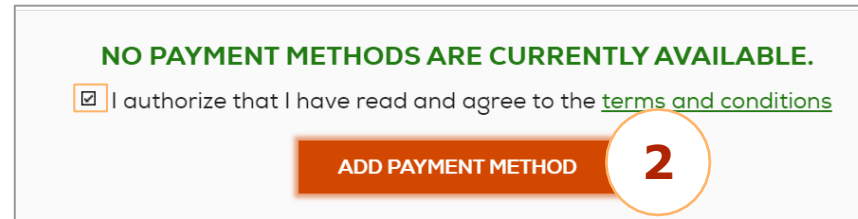
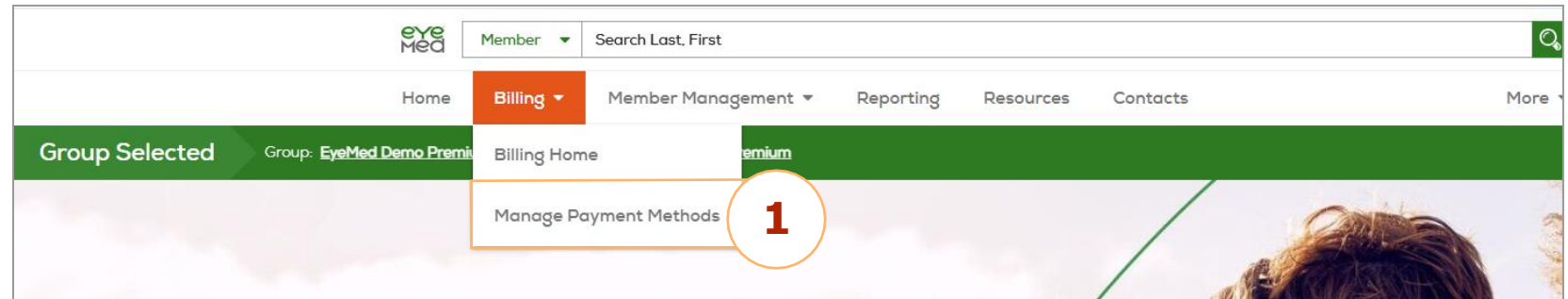


Part 1 of 3

Before making auto or one-time payments in EyeManage, a payment method must be set up.



1. From the EyeManage homepage, hover your cursor over the billing dropdown menu and select "Manage Payment Methods."
2. Review and agree to the terms and conditions by checking the checkbox and then click "Add Payment Method."



Set up payment methods (auto or one-time)



Part 2 of 3

3. Securely set up eCheck (ACH) or credit card for automatic monthly or one-time payments.
4. To pay with a Credit Card, enter the below information associated with the card being used. Click "Next" to proceed to the next page.



For security, payments are processed in a new browser tab when they choose a payment option.

Set up payment methods (auto or one-time)



Part 3 of 3

You can set up to 5 payment methods



5. Then, enter the card information and click "Next" to proceed to the next page.
6. Review the details listed on the confirmation page and click "Finish" to complete adding the payment method to the account.

Payment Details

Card selected: [Change payment method](#) * Required field

Card Type *

VISA Visa Mastercard Amex Discover Discover

Card Number *

4111111111111111

Expiration Month * **Expiration Year ***

03 2030

CVN *
This code is a three or four digit number printed on the back or front of credit cards.

111

[Back](#) [Next](#)

Review your Order

Billing Address [Edit Address](#)

Mickey Mouse
Disney
Disney
DD
Florida
33606
United States of America

Payment Details [Edit Details](#)

Card Type Visa

Card Number xxxxxxxxxxxx1111

Expiration Date 03-2030

[Back](#) [Finish](#)



Users will get notified when a credit card on file is about to expire.

BILLING

Auto pay & manage payment methods

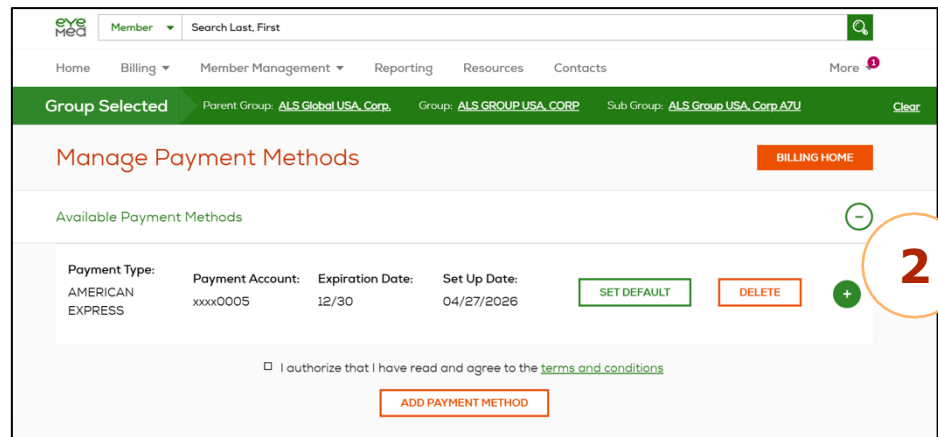
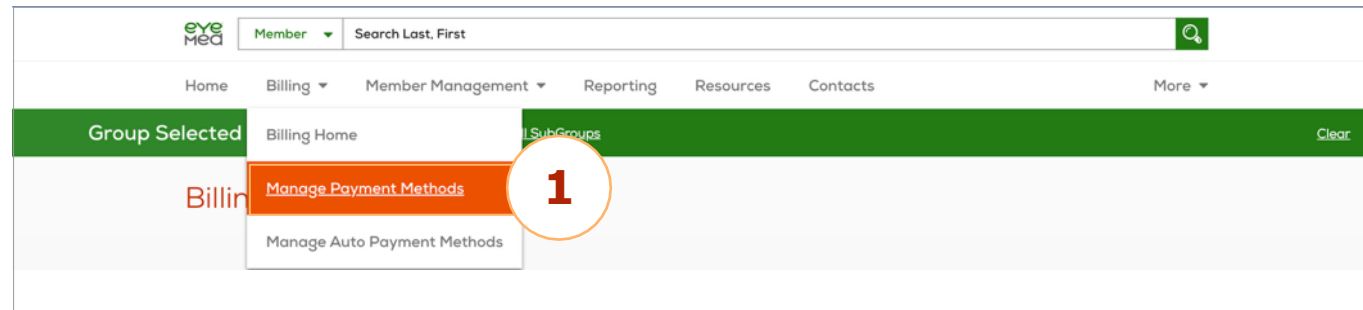


Part 1 of 2

Here you can update contact information for payment methods, set up auto-payments for multiple subgroups and add/delete payment methods.



1. From the EyeManage homepage, hover your cursor over the billing dropdown menu and select "Manage Payment Methods."
2. Click on the green plus sign to update the card information or setup auto-payments.



Auto pay & manage payment methods



Part 2 of 2

- You can set up recurring payments pre-invoice to avoid missing any payments.
3. The "Update Card Info" section is here if you need to update card contact.
 4. To setup auto-payment, choose one or multiple groups and the preferred processing date.
 5. When finished, click "Update Auto-Payments"

Payment Type: VISA Payment Account: xxxx1881 Expiration Date: 10/36 Set Up Date: 04/28/2026 **SET DEFAULT** **DELETE**

Update Card Info

3 First Name: Test Last Name: Test Email: rsweigar@eyemed.com **UPDATE**

Update Auto-Payments

SHOW COLUMN FILTERS

<input type="checkbox"/> Auto-Pay	↑ Day of Month	↑ Sub Group	↑ Group Name	↑ Parent Group
<input checked="" type="checkbox"/>	<input type="radio"/> 3rd <input checked="" type="radio"/> 15th	EyeMed Demo Premium - 1001	EyeMed Demo Premium - 9685868D	Not Assigned
<input checked="" type="checkbox"/>	<input type="radio"/> 3rd <input checked="" type="radio"/> 15th	Test - 1016	Great Savings - 87654321	Great Savings

< Back 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 Next >

UPDATE AUTO-PAYMENTS 5

Setting up recurring payments is recommended. Payments will be processed on the 3rd or 15th of each month (not on setup day). You'll receive an email confirmation once processed.

BILLING

Make a one-time payment

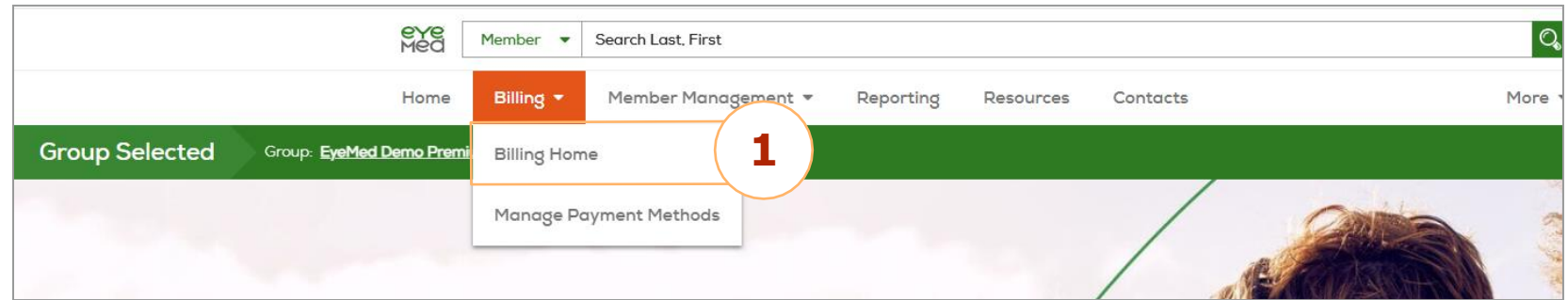


Part 1 of 2

On the billing homepage, adding a payment method is required before making a payment using the orange "Make Payment" button.



1. Hover your cursor over the billing dropdown menu and then click the "Billing Home" button.
2. Click "Make Payment"



Billing

Welcome to our Billing Home Page! You can view a summary of all subgroups you have access to or you may select a single subgroup above.

Current Balance:

\$10,370.15

MAKE PAYMENT

DOWNLOAD PAYMENT HISTORY

Make a one-time payment



Part 2 of 2

3. Select the payment method.
4. Select the invoices that you would like to pay using the check boxes on the left-hand side of the screen.
5. Review and check the terms and conditions box and then click "Submit payment." A payment confirmation window will display and the logged in user will receive an email.

The screenshot shows a 'Select Payment Method' section with a 'MANAGE PAYMENT METHODS' button and a radio button for 'American Express (xxxx0005) Expiration Date: 12-2030'. Below this is an 'Open Invoices' table with columns for Subgroup, Invoice Number, Invoice Date, Balance Due, Status, and Invoice Type. Two invoices are listed, both with 'PENDING PAYMENT' status. At the bottom, there is a checkbox for 'I authorize that I have read and agree to the terms and conditions' and two buttons: 'CANCEL' and 'SUBMIT PAYMENT'.

3 Select Payment Method
MANAGE PAYMENT METHODS
American Express (xxxx0005)
Expiration Date: 12-2030

4 Open Invoices

Subgroup	Invoice Number	Invoice Date	Balance Due	Status	Invoice Type
EyeMed Demo Premium - 1001	300017718	01/01/2023	\$545.72	PENDING PAYMENT	Premium Summ
EyeMed Demo Premium - 1001	300017094	09/01/2022	\$503.09	PENDING PAYMENT	Premium Summ

I authorize that I have read and agree to the [terms and conditions](#)

CANCEL SUBMIT PAYMENT

5



Payment confirmation emails are sent to the logged in user.

Attestations

p.51-57



What are attestations >

Broker/TPA request >

Client approving request >

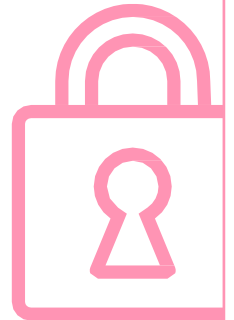
Navigate directly to a topic by clicking on the topic title



What are attestations



EyeMed has an attestation process that enables clients to manage which administrators can access their account data. Ensuring the protection of client data remains EyeMed's top priority. These safeguards provide a digital record of who has been granted access and by whom, offering a more centralized and efficient way to collaborate with clients' third-party partners.



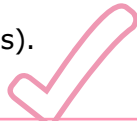
- EyeManage maintains a record of all activity including who has access to what.
- Client users can access the data without going through the attestation process.
- Broker and TPA users must request and receive approval by a client admin user before accessing data.
- Access is requested at the subgroup level, while attestations are completed at the parent level; when a client approves access, it applies to all groups and subgroups under the parent account.
- For existing broker and TPA users requesting additional access, the system will only display pending access requests.

Broker/TPA requests



You can review pending permissions by going to “Administrator Management” from the More dropdown.

- **Member view** allows users to see member data only.
- **Member management** allows users to see and modify member data.
- **Enrollment** allows users to view and download enrollment reports.
- **Billing** allows users to view and download enrollment reports.
- **Claims** allows users to access claims-based invoices (this does not allow admins to view member claim details).



The screenshot shows the EyeMed Demo Administrator Details page. At the top, there's a search bar with 'Member' selected and 'Search Last, First'. Below that, the 'EyeMed Demo' header includes 'CHANGE MY PASSWORD' and 'EDIT ADMINISTRATOR' buttons. The main section is 'Administrator Details' with fields for USER ID (EYEMEDDEMO2), EMAIL (jsantang@eyemed.com), ACCOUNT TYPE (Client), INVOICE EMAILS? (Yes), and SMS OPT IN? (No). Below this is a 'Pending permissions' section with an 'OPEN ALL' button and a 'Filter Groups' search bar. A table lists permissions for two client profiles: 'EyeMed Demo ASO' and 'EyeMed Demo Premium'. The table has columns for Member View, Member Management, Enrollment Report, Claims Invoice, Billing, and Admin Management, with checkmarks indicating access. A '+' button is next to each row. On the right, a 'More' dropdown menu is open, showing 'Administrator Management' (highlighted in green), 'Provider Locator', and 'Attestations'.



Clients will only be able to approve access for the above categories except admin management, as that is a client profile setting only. Although the claims option is here for everyone, it only is available for ASO (self-funded) clients. No data will show for fully-funded clients.

ATTESTATIONS

Broker/TPA requests



Continued on the next page

Once the new group is added to your admin profile by an internal EyeMed user, you will receive an email notification prompting you to attest to each permission request. *Email sample provided to the right.*

Only client admins who have admin management permissions can approve attestations.



1. Log in to your EyeManage account, navigate to the "More" dropdown menu and click on the "Attestations" option.

The screenshot shows the EyeMed web application interface. At the top, there is a navigation bar with the EyeMed logo, a 'Member' dropdown, and a search field. Below this is a main navigation menu with options like Home, Billing, Member Management, Reporting, Resources, and Contacts. A green banner indicates 'Group Selected' with details for Parent Group, Group, and Sub Group. The main content area displays the name 'Susan Sample' and a 'Personal Information' section. A 'More' dropdown menu is open on the right, with 'Attestations' highlighted in green. A red circle with the number '1' is placed over the 'More' dropdown. An email notification window is overlaid on the bottom left, containing the following text:

Hello,

Your client [redacted] has been added to your EyeManage account by an EyeMed representative. Before access can be granted you will need to login and navigate to the pending attestations page and confirm your need to access this type of data for this client.

Thank you,

Your EyeMed Vision Care team

Broker/TPA requests



Continued

2. Attestations that you have submitted can be found here. Click on each request to confirm access.
3. Choose "Yes, I agree" to confirm each client's access.

Once this is approved it will trigger an email to the client to finish the approval.



2

Review Attestations

Approve attestations for external users.

SHOW COLUMN FILTERS

↑ User Id	↑ Name	↑ Email	↑ Parent Group
You have no attestations			

Attestation History

SHOW COLUMN FILTERS

↑ User ID	↑ Client Name	↑ Created On	↓ Status	↑ Last Update On	↑ Last Update By
No attestation history found					

3

Confirm Attestations

This is a summary.

CONFIRM ACCESS FOR AUTUMN WOODS RESIDENTIAL HEALTH CARE TEST

CLAIMS - My organization was retained and is authorized by the client identified below ("Client"), to review and/or approve claims invoices arising from claims of ASO members. I confirm my organization has a current Business Associate Agreement in place with Client. I request access to: (i) the Claims Summary Invoice and (ii) the Claims Detail View of the Client.

Yes, I Agree With The Above Statement.
 No, I Do Not Agree.

This is a final summary to confirm what hitting the final submit button will do.

RETURN TO LIST I ATTEST THE ABOVE CHOICES ARE CORRECT

Client approving requests



Continued on the next page

1. Clients pending attestations will show here. Click on each request to confirm access.
2. Choose "Yes, I agree" to confirm each client's access.

Attestation requests expire if they are not approved/denied 6 months after the date the broker/TPA submitted the request.



Review Attestations

Approve attestations for external users.

SHOW COLUMN FILTERS

↑ User Id	↑ Name	↑ Email	↑ Parent Group	↑ Expires On	↓ Status	↑ Action
USHAB105						
USHAT3005						

Confirm Attestations

This is a summary.

CONFIRM ACCESS FOR AUTUMN WOODS RESIDENTIAL HEALTH CARE TEST

CLAIMS - My organization was retained and is authorized by the client identified below ("Client"), to review and/or approve claims invoices arising from claims of ASO members. I confirm my organization has a current Business Associate Agreement in place with Client. I request access to: (i) the Claims Summary Invoice and (ii) the Claims Detail View of the Client.

Yes, I Agree With The Above Statement.
 No, I Do Not Agree.

This is a final summary to confirm what hitting the final submit button will do.

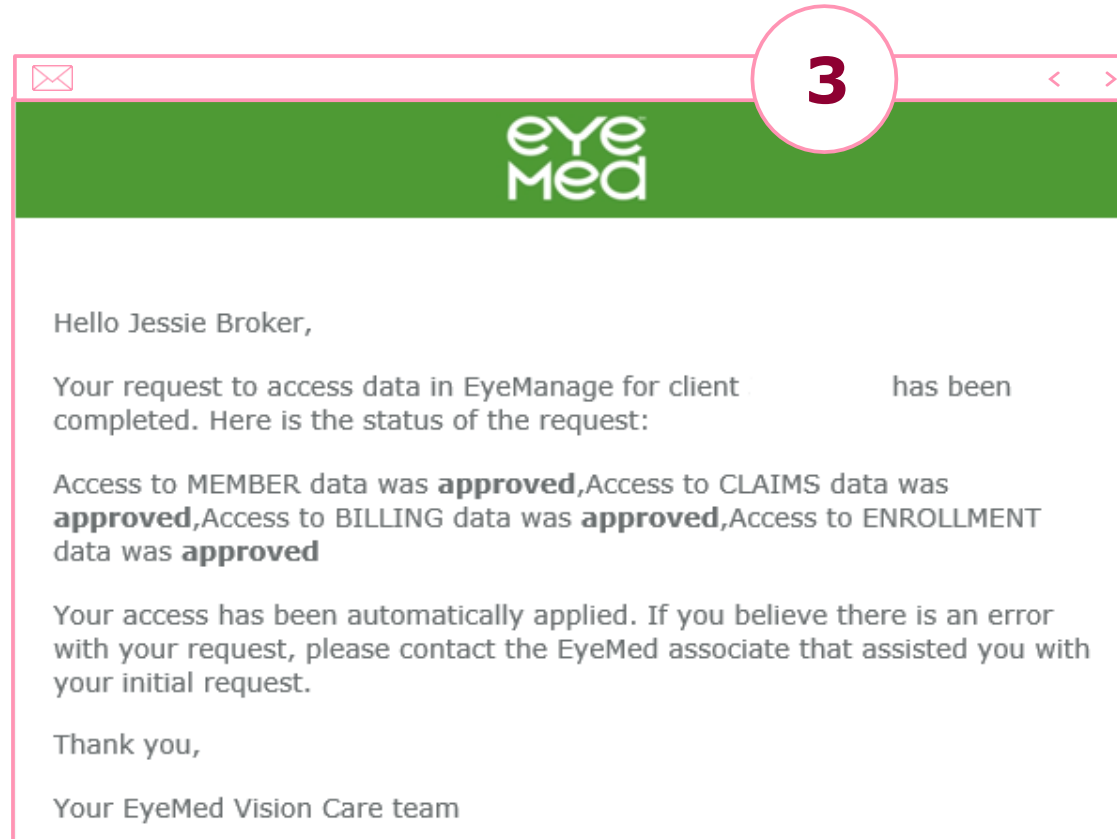
RETURN TO LIST | I ATTEST THE ABOVE CHOICES ARE CORRECT

Client approving requests



Continued

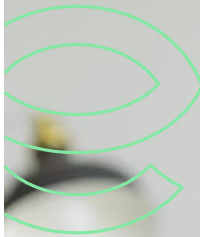
3. Once the client account approves or denies the request, an email will be triggered to the broker/TPA, summarizing the result.



Open enrollment

p.58-61

[Submit open enrollment requests](#)



Navigate directly to a topic by clicking on the topic title

Submit open enrollment requests



Part 1 of 3

1. Add your group to the green "Smart Search" bar. From the EyeManage home page, hover your cursor over the "More" dropdown menu and click on the "Open Enrollment" button.
2. Click on the green "Submit New Request" button.

The open enrollment team offers virtual tools, printed materials, as well as a rep for qualifying events. Reach out to your assigned account manager for assistance or questions.



The screenshot shows the EyeManage client portal interface. At the top, there is a navigation bar with 'Member' and a search bar. Below this is a secondary navigation bar with 'Home', 'Billing', 'Member Management', 'Reporting', 'Resources', and 'Contacts'. A green banner displays 'Group Selected' with filters for 'Parent Group: All Parent Groups', 'Group: All Groups', and 'Sub Group: All SubGroups'. A 'More' dropdown menu is open, showing options like 'Administrator Management', 'Provider Locator', 'Attestations', and 'Open Enrollment'. A circled '1' highlights the 'Open Enrollment' option. Below the banner, the main content area is titled 'Request Support For Open Enrollment' and contains a paragraph of text. At the bottom, there is a section titled 'Open Enrollment Requests' with a green 'SUBMIT NEW REQUEST' button and a minus sign icon, which is circled with a '2'. Below that is a 'REQUEST HISTORY' section with a minus sign icon.

Submit open enrollment requests



Part 2 of 3

Depending on your group's size you can request virtual benefit fairs, printed materials or an in-person representative.



3. Fill out the required information and then click the green "Submit" button.
4. Select "Continue" to proceed to the next step.

Add Location

3

Location Name: * Required	Address Line 1: * Required	Address Line 2:	Zip Code: * Required
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
City: * Required	State: * Required	Contact Name: * Required	Contact Phone: * Required
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Phone Extension:	Contact Email: * Required	Eligible Employees At Location: * Required	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Submit open enrollment requests



Part 3 of 3

When requesting printed materials, you'll also receive a digital kit. When choosing on-site rep, we'll include printed materials and a digital kit.



5. Choose the type of support you are requesting by clicking on one of the "Selected" buttons."

6. Fill out the request form and verify that the information listed is correct.

7. Click "Continue" to select your group's benefit summary. You can click on the "+" button to review the benefit and click "yes" in the dropdown menu.

5

SELECT A REQUEST TYPE

GO BACK

Choose the type of open enrollment support you need for this location by clicking SELECT below.

<p>Digital Booth & Tools</p> <p>A personalized, virtual benefit fair for your employees to visit online, plus a digital toolkit of resources for easy access. Want to check out the virtual benefit fair? Go to eyemedvirtualbenefitfair.com and enter YUB17UQH as the password.</p> <p>SELECTED</p>	<p>Printed Materials</p> <p>Printed materials for employees mailed directly to your site.</p> <p>SELECTED</p>	<p>On-Site/Virtual Representative</p> <p>A representative to attend your open enrollment event and answer employee questions. Subject to representative availability in your area. Printed materials will be mailed for on-site representative requests, but not virtual unless specifically requested.</p> <p>SELECTED</p>
---	--	--

6

REQUEST TYPE: DIGITAL, PRINTED, ON-SITE/VIRTUAL REPRESENTATIVE

Complete the fields below with the details of your support request.

Materials Type: Open Enrollment	Representative Type: * Required Select Option	Contact Name: Mickey	Contact Phone: 0000000000
Contact Phone Extension:	Contact Email: mmouse@eyemed.com	Raffled Item?: * Required Select Option	** Event Date: * Required
Start Time: * Required	End Time: * Required	Spanish Materials Needed?: No	

Additional Notes For The On-Site/Virtual Rep:

7

SELECT YOUR BENEFIT SUMMARY

GO BACK

Below is an overview of your existing plan design(s). To view full benefit details, click the +. Choose the plan design(s) you would like included as employee benefit summaries for this request. To select a plan design, simply select Yes. If you do not see a specific plan design option available, please contact your account manager. For account manager information, click CONTACT SUPPORT above.

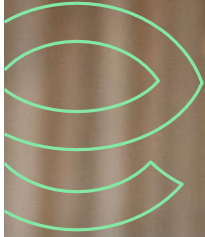
Benefit Summary #1: EyeMed Demo ASO EyeMed Demo Premium-1001	Would you like to include this product with your request? + yes
--	--



Fill out applicable information based on request type (address for materials, email address for digital, etc). For printed materials, verify if the shipping address for the materials is the same as the location address listed.

Additional tools

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[Scheduled reporting](#) >

[Resources tab](#) >

[Got questions? Send us an email](#) >

Navigate directly to a topic by clicking on the topic title

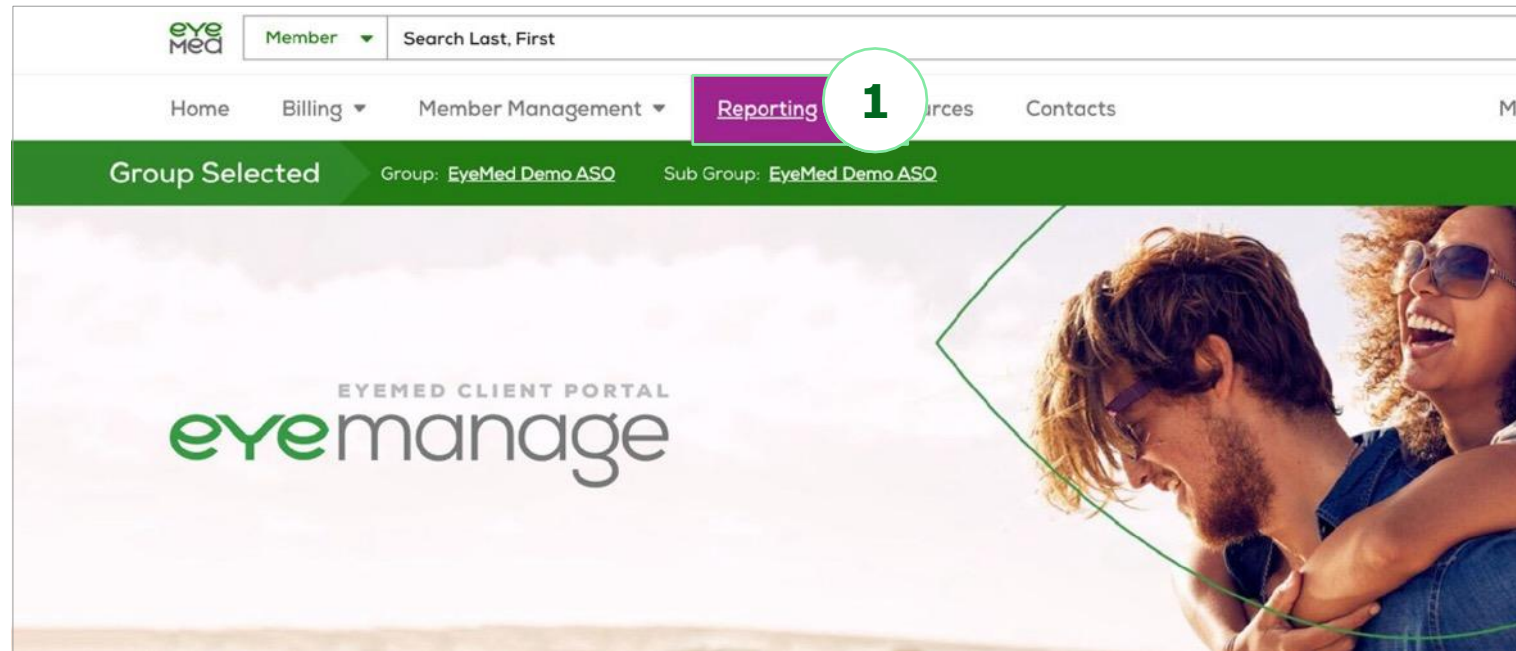


Scheduled reporting



1. From the EyeManage homepage, make sure that you have your group information specified in the green context bar. Then select the "Reporting" button at the top of the screen.

If your group has any scheduled reporting set up, it will appear in this window. To inquire if your group qualifies for scheduled reporting we recommend contacting your account manager.



Resources tab



You can find additional resources by clicking the "Resources" button at the top of the EyeManage homepage.

Here you can find helpful guides and member facing flyers to provide to your employees/clients.



The screenshot shows the EyeMed web application interface. At the top, there is a search bar with the text "Member" and "Search Last, First". Below the search bar is a navigation menu with options: Home, Billing, Member Management, Reporting, Resources (highlighted), and Contacts. A "More" dropdown arrow is also present. Below the navigation menu is a green bar with the text "Group Selected" and filters for "Parent Group: All Parent Groups", "Group: All Groups", and "Sub Group: All SubGroups". The main content area is titled "Resources" and features a section for "EMPLOYERS" with a "VIEW ALL" link. The resources listed are:

Resource Name	Download Icon
EyeMed Wellness Calendar	Download
Challenge the Status Quo Broc...	Download
HealthyEyes Brochure	Download
Open Enrollment Resources	Download
Open Enrollment File Informat...	Download
EyeMed Blog	Download
Member Experience / Communica...	Download
Security Overview	Download

Got questions? Send us an email



1. Go to the contacts tab.
2. Click "Send us an email" hyperlink.
3. Fill out the form based on what you need assistance with and attach any applicable information. A member of our team will reach out to you to discuss further once reviewed.

The screenshot shows the EyeMed website interface. At the top, there is a navigation bar with the EyeMed logo, a search bar, and a menu with options: Home, Billing, Member Management, Reporting, Resources, **Contacts** (highlighted with a green circle and the number 1), and More. Below the navigation bar, there is a green header with the text "Group Selected" and dropdown menus for "Parent Group: All Parent Groups", "Group: All Groups", and "Sub Group: All SubGroups". In the main content area, there is a "Contact Us" form (highlighted with a green circle and the number 3) and a "Send us an email" button (highlighted with a green circle and the number 2). The form includes the following fields:

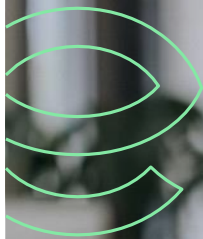
- Group * Required: All Groups
- Subgroup: All Subgroups
- Category * Required: Please Choose An Option
- Message: * Required: Enter Message

Below the form, there are two rows of input fields for "EMAIL:" and "PHONE:".

FAQ

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[Commonly asked questions](#) >



Navigate directly to a topic by clicking on the topic title

Commonly asked questions



1. Where can members get assistance with their claim's inquiries?

Members can contact our service center for assistance with insurance verification, understanding their benefit and claims troubleshooting. Our service center offers phone, email and live chat assistance.

Call Center: 866-800-5457 | M-Sat: 8 am-11 pm, Sun: 11 am-8 pm EST | eyemed.com (24/7)

2. I'm not receiving the verification email (registration, password reset or multifactor authentication)?

We recommend connecting with your internal IT teams to verify that the email address donotreply-eyemanage@eyemed.com is whitelisted. Some firewalls can block the email as spam.

3. Why are download boxes not working for invoices, rosters, enrollment reports or flyers?

We recommend using the latest versions of either Google Chrome or Firefox to access the EyeManage portal. Additionally, you can try clearing cookies and cache as this can occasionally correct any issues with the download buttons.

4. What is the deactivation rule?

Existing users will be deactivated after 18 months of inactivity. Pending users will be deactivated if they haven't activated their account within 6 months.



Thank you for using EyeManage

