

**We are pleased to introduce MetLife Vision Insurance with the Davis Vision® network as Syracuse City School District's new vision benefit plan.** In an effort to help you make the most of your vision benefits, we wanted to share with you a few reminders. First, the plan name of the Syracuse City School District vision plan changed from Davis Vision for STA participating employees and EyeMed for other District employees to "Davis Vision by MetLife" for all employees on **July 1, 2024**

**See why MetLife Vision Insurance is the right fit for you:**

- Access to in-network private practice and retail providers,<sup>1</sup> including nine of the top 10 optical retailers<sup>2</sup> like Costco Optical, Walmart Vision, Sam's Club Optical, Visionworks and more.<sup>3</sup>
- You can visit any provider, in or out of the network.<sup>4</sup>
- Add lens enhancements, including polycarbonate lenses, scratch-resistant coating, blue light filtering and progressive lenses at no or minimal out-of-pocket cost.<sup>5</sup>
- **New starting July 1, 2024** all tiers of progressive lenses are offered to you at no out-of-pocket cost.
- Get access to the Davis Vision Exclusive Collection,<sup>6</sup> with coverage on over 200 frames for \$20 or less and with a one-year breakage warranty.

For general questions at any time, call 1-833-EYE-LIFE (1-833-393-5433). Once your coverage is effective, visit our member website at [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits).

## Questions and Answers

### **How can I find a participating vision provider?**

You can locate a participating Davis Vision provider online by going to at [www.metlife.com/vision](http://www.metlife.com/vision) and select 'Davis Vision by MetLife', or by calling Davis Vision at 1-833-EYE-LIFE (1-833-393-5433), Monday through Friday from 8:00 a.m to 9:00 p.m. ET, and Saturday from 9:00 a.m. to 4:00 p.m. ET.

### **Can I see a provider who is not part of the Davis Vision network?**

Yes. You can visit any provider. However, your out-of-pocket costs are usually lower when you visit an in-network provider.

### **What services are covered by my plan?**

All services defined under your group vision benefits plan as detailed in your certificate are covered.

### **Do I need an ID card in order to use my vision plan?**

No, you do not need an ID card in order to receive services or benefits through your vision plan.

### **When do I need to file a claim?**

If you visit a participating Davis Vision provider, they will confirm your eligibility, calculate any out-of-pocket costs and submit a claim on your behalf at the time of service. If you visit an out-of-network provider, you're responsible for paying the provider in full for the services and eyewear received at the time of your appointment, including taxes. You must submit a completed Davis Vision claim form and itemized receipt to: Davis Vision by MetLife, 881 Elkridge Landing Road, Linthicum Heights, MD 21090.

### **How can I check if a claim has been processed?**

There are several ways for you to forward information. For all communications to Davis Vision, you must include your name and associated claim number(s). Please send all documents via USPS to: Davis Vision by MetLife, 881 Elkridge Landing Road, Linthicum Heights, MD 21090.

- 1 For a list of participating providers, use the Find a Vision Provider tool at metlife.com. Select Find a Vision Provider, choose Davis Vision as the network, complete the information requested and hit the Search Now button.
- 2 For a list of participating providers, use the Find a Vision Provider tool at metlife.com. Select Find a Vision Provider, choose Davis Vision as the network, complete the information requested and hit the Search Now button.
- 3 All product and company names are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them.
- 4 If you choose an out-of-network provider, you may have increased out-of-network expenses, will need to pay in full at the time of services and file a claim with MetLife for reimbursement.
- 5 Lens enhancements are available at participating private practices. Pricing is subject to change without notice. Please check with your provider for details and availability prior to receiving services. Additional discounts may not be available in certain states or retail locations.
- 6 The Davis Vision Collection of frames is available at most participating independent provider locations. The collection and pricing are subject to change without notice. Please check with your provider for details and availability prior to receiving services.

Savings from enrolling in a vision benefits plan will depend on various factors, including the cost of the plan, how often members visit the provider and the cost of services rendered.

Davis Vision by MetLife benefits are underwritten by Metropolitan Life Insurance Company, New York, NY.

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods, and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.

Metropolitan Life Insurance Company, 200 Park Avenue, New York, NY 10166