

# Challenge the status quo

## EyeMed At-A-Glance



is America's fastest growing vision benefits company – growing at over two times the industry.<sup>1</sup>

We serve over 39 million members and have nearly doubled our membership in the last 10 years.<sup>2</sup>



### NETWORK:

We have the network employees want.

- America's largest vision network (Access) with over 74,000 providers<sup>6</sup>
- More independent providers than anyone<sup>6</sup>
- The right mix of both national and regional retail providers
- While 78% of locations are independent, 43% of members use retail providers<sup>5</sup>

AND... MOST IMPORTANT  
97% of employees  
use in-network providers<sup>5</sup>



### BENEFITS:

Our vision benefits redefine expectations.

- Benefit flexibility, combined with data from millions of member transactions
- Freedom of choice for members to choose any ophthalmic frame, any lens, or any contacts

It's why EyeMed has 96% member satisfaction<sup>5</sup> with their benefit



### MAKING BENEFITS EASY:

And, above all else, we provide the experience of benefits made easy!

- Easy starts with a member welcome kit and ID cards mailed to each employee
- Easy is booking an appointment online using our Enhanced Provider Search
- Easy is calling our award-winning and one of America's highest rated call centers
- Easy is getting the right answer the first time: 99.4% first-call resolution!<sup>2</sup>

It's why 99% of our clients agree that EyeMed is easy to work with<sup>4</sup>

## Plus, the value you'd expect...

Performance guarantees

- Members average 71% savings compared to retail costs
- Added value such as the largest 2nd pair discount of 40%

# Challenge the status quo

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## What's changing the conversation?



### Online, in-network providers

We're adding new online in-network providers so members can purchase eyewear and contacts directly from their smartphone, tablet or laptop!



### Enhanced Provider Search

Search for a provider by choices such as:

- Location, including proximity to home or office
- Provider hours
- Specialty
- Frame brands
- Technology available



### Mobile App

EyeMed released the first mobile vision benefits app for members.

That's service in a sn-app!

For more information please contact:

Barb Berger  
Sr. Regional Sales Manager  
barbara.berger@eyemed.com  
m 513-569-2449  
f 513-492-4293



## Expect results.



More Employees Enroll



More Employees Visit In-Network Providers



More Employees Use Their Benefits

Is that real? Absolutely. When EyeMed takes over a client from another vision benefit company, we typically see an increase in enrollment, an increase in in-network utilization, and an increase in benefit utilization.<sup>3</sup> We want employees to use and value their benefits.