



Vision

# What if a provider is more than 30 miles away from where I live or work?

If you do not have a network vision provider within 30 miles of your home address or work, you can get approved to see an out-of-network vision provider. This approval is for a routine eye exam and glasses or contact lenses. Your claim will be treated like an in-network claim. You will be reimbursed based on the in-network payment rates.\*

**Step 1:** Call Customer Service at: **1-800-638-3120** to verify there are zero in-network providers within 30 miles of your home or place of work.

**Step 2:** Get care from a non-network provider after approval from Customer Service.

**Step 3:** Pay the vision provider at time of service.

**Step 4:** Send the itemized receipt to:

Attn: Out of Area  
5959 Northeast Parkway  
San Antonio, TX 78249  
Fax: 877-410-2517

**Note:** The itemized receipt must include the member identification number, patient name, date of birth and the employer name.

**Step 5:** The claim will be processed at the in-network. You will be reimbursed based on your vision benefit plan, less applicable co-payments.

**Timeframe:** The member can expect a check around 30 days from the date we get the claims information.



\* Members are not eligible for reimbursement if they receive any in-store promotion (sale/discount).

UnitedHealthcare vision coverage provided by or through UnitedHealthcare Insurance Company, located in Hartford, Connecticut, UnitedHealthcare Insurance Company of New York, located in Islandia, New York, or their affiliates. Administrative services provided by Spectera, Inc., United HealthCare Services, Inc. or their affiliates. Plans sold in Texas use policy form number VPOL.06.TX or VPOL.13.TX and associated COC form number VCOC.INT.06.TX or VCOC.CER.13.TX. Plans sold in Virginia use policy form number VPOL.06.VA or VPOL.13.VA and associated COC form number VCOC.INT.06.VA or VCOC.CER.13.VA.