WELCOME TO EYEMED

Vision benefits for every set of eyes

Wesleyan University





Why it's smart to enroll in vision benefits

The network where you want to go are

- The right mix of providers independent, plus national and regional retail
- Several online, in-network options
- Pop-Up and mobile clinics right at our clients' facilities

Benefits that can help take dollars go further

- Enhanced benefits with low member out of pocket amounts
- Flexibility with freedom of choice
- Extra ways to save

3

An easy and transparent experience

- Customer Care Center excellence
- Online and mobile support tools
- Cost transparency tools



Value and wellness: It's all yours with EyeMed



Focus on value

- Save an average of 71% off retail on eyeglasses with an eye exam¹
- Choose from more than 100K network provider access points, including independent eye doctors and top optical retailers
- Get members-only offers and everyday discounts, like 40% off a complete additional pair of glasses³

1 Based on weighted average of sample transactions; EyeMed Insight network/\$10 exam co-pay/\$10 materials co-pay/\$120 frame or contact lens allowance

2 EyeMed Insight network, All network data, October 2019

3 At participating in-network providers

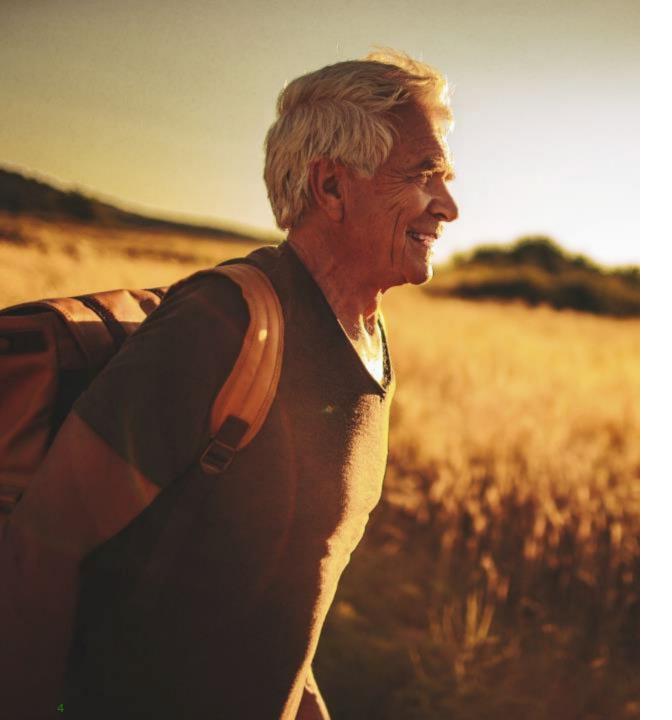
Focus on wellness

- Help spot some serious eye and health conditions sooner with a comprehensive eye exam
- Protect your eyes from digital eye strain, which is linked to blurred vision, dry eye and headaches
- Easily find an in-network eye doctor, and manage claims and benefits with online member tools



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Vision care has broader benefits

With a comprehensive eye exam, it can be easier to detect serious eye and general health conditions sooner¹

Conditions such as:

- Diabetes
- High blood pressure
- High cholesterol
- Eye diseases like glaucoma and cataracts

Note: Eye exams are covered under Cigna's medical plan

 1 "20 Surprising Health Problems and Eye Exam Can Catch," https://www.aao.org/eye-health/tips-prevention/surprising-health-conditions-eye-exam-detects, 2020.

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We've got you covered: Your vision benefits at-a-glance

\$150 frame allowance once every 2 calendar years **6**ô



\$20 lens copay plus fixed pricing on options, once every calendar year

\$150 contact lens
allowance, with coverage
for fit and follow-up once
 every calendar year



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A few more benefit basics

Your exam frequency is based on: Calendar Year

Contacts are in lieu of lenses only

That means you are entitled to a full pair of glasses (frame & lenses) OR contacts and frames (you would then receive a 20% discount on your lenses).





Find your best fit

You're on EyeMed's SELECT network, so you've got choices — lots of them

More than 101,000 provider access points at 24,000 locations, including:

PEARLE

PROVIDER + NETWORK

LENSCRAFTERS'

OPTICAL

Plus, your local retailers: America's Best, Cohen's Fashion Optical, Eyeglass World, Sterling Optical and many more

Plus, online options:





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How to find an eye doctor



Use the Provider Locator at eyemed.com



Download and use the EyeMed Members App (available in the App Store or Google Play)



Check the listing of the closest eye doctors from your Welcome Kit (you'll get this after you enroll)





Enjoy more extras: Member-only savings & discounts



40% off additional pair of glasses



15% off

standard LASIK prices or 5% off the promotional price



20% off

any remaining balance over the frame allowance



15% off

any balance over the conventional contact lens allowance

any non-covered items, including non-prescription sunglasses

20% off

At participating in-network providers. Some exclusions may apply. Log into Member Web for details.



up to 40% off

hearing exams and discounted, set pricing on hearing aids





Plus, rotating Special Offers that can be combined with the benefit

Offers currently include:

- LensCrafters[®]: Extra \$50 off a complete pair purchase
- Target Optical[®]: \$25 off everyday low prices
- contactsdirect.com: Save 10%
- Glasses.com: Get up to \$50 off any pair of designer sunglasses
- LasikPlus[®]: \$800 off LASIK

Log onto the member web at eyemedvisioncare.com/Pfizer for more details

Member website

Easy to find information on the member web:

- Optimized navigation with a streamlined look and feel
- Savings summary
- Toggle between English & Spanish
- Know Before You Go tool
- View benefits and eligibility
- Check claim status and EOB
- Access special offers

And don't forget, members can also:

- Access the EyeMed member app with facial recognition and one-touch ID
- Enroll in text alerts for personalized benefit reminders











Make sure to let your employees know they should snag the newest version.

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EyeMed App

Our revamped EyeMed App brings fresh new features to help your employees get the most from their benefit.

Features:

- NEW! Savings summary
- NEW! Wellness interactives
- UPDATED! Provider Locator to find in-network eye doctors
- View benefits and eligibility
- Track claims
- Special offers to help members save more
- ID card at-a-shake
- Contact lens replacement reminders
- Facial Recognition, Touch ID and Apple Wallet for Apple users

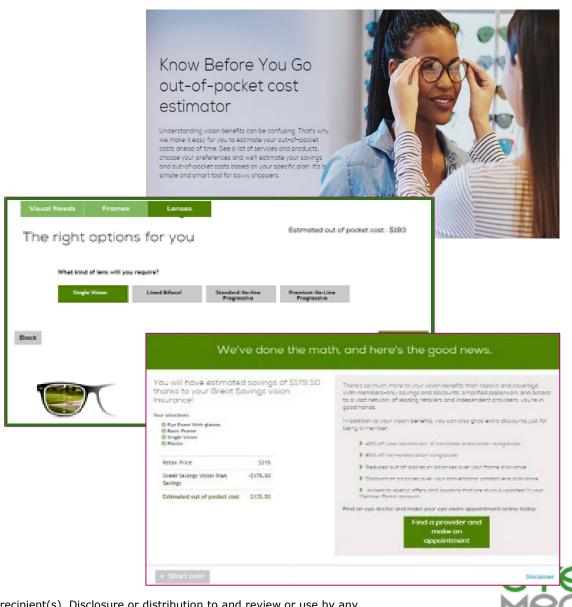
50% of members prefer self-service tools over calling a customer service center¹



Cost estimator tool

Our Know Before You Go calculator:

- Members choose anticipated services and products
- Easy-to-understand explanations of differing types of frames, lenses, add-ons and contacts
- View plan-specific estimated out-of-pocket cost



EyeSiteOnWellness.com

- Articles and information centering around overall health and wellness
- Interactive content with fun and engaging exercises
- Downloadable content, such as infographics and PDF articles



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Award-winning service day and night

Here for members whenever they need us

- "Certified Center of Excellence" rating for high customer support, 10 years in a row¹
- Available 102 hours per week: Mon. to Fri.: 7:30–11 p.m. EST, Sat.: 8-11p.m. & Sun.: 11–8 p.m. EST support 362 days a year
- Need-based routing so calls are answered by the right vision benefits expert every time
- Mobile chat available via smartphone for callers who opt-in
- One of America's highest-rated call centers

9 Seconds to answer >99% 1st call resolution²

¹Purdue University Benchmark Portal independent assessment of call centers nationwide, 2019. ²EyeMed book of business data, 2019.



Enroll today

There's more to love with EyeMed

Learn more at eyemed.com/enroll



