



Network: Superior Vision
Metropolitan Life Insurance Company



Visit mybenefits.metlife.com for quick and convenient account management or scan the QR code below.



Thank you for participating in MetLife Vision Insurance with the Superior Vision network. As a **Ector County ISD** employee, you understand the importance of good vision health to help keep you and your eyes healthy. With MetLife Vision, you can take advantage of benefits for you and your family and the opportunity to save on services from eye care professionals and on eyewear including glasses and contacts.

What you need to know

Enclosed please find the following items for use with your vision plan.

- Two detachable identification cards for you and any eligible dependent(s).
- Answers to common questions about the MetLife Vision plan with the Superior Vision network.

If you choose to receive vision services from a participating provider, we suggest you verify that they are in-network when you make your appointment. You can visit providers participating in the MetLife Vision plan, Superior Vision network either through a private practice or retail chain location.

We're here to help

If you have any questions about your coverage, would like a directory or claim form, or want to find a participating provider, log in to mybenefits.metlife.com.

You may also call 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.

Below is your Vision Identification Card, available for members only. While you're not required to present this card to your vision provider as proof of coverage or confirm your eligibility, you may print this page and present it to your vision provider at your next appointment.

Superior Vision provides all vision providers with access to patient eligibility and benefit information online and via a dedicated vision provider toll-free number. All you need to do is notify your vision provider that you have a Superior Vision plan when scheduling an appointment.

This card is not required for service and does not guarantee benefit eligibility. It is for use by Superior Vision members. In the event of a conflict between this information and your organization's contract with Superior Vision, the terms of the contract will prevail.

MetLife		Vision
Network: Superior Vision		
Member name		
ECTOR COUNTY ISD	164789	
Group Name	Group Number	
To confirm eligibility with participating providers, provide the network above, your name and date of birth.		
This card is not a guarantee of coverage or eligibility. See reverse side for important plan information.		
Benefits administered by Superior Vision Services, Inc.		
Underwritten by Metropolitan Life Insurance Company, New York, NY		
TDI		

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Questions and Answers

How can I find a participating vision provider?

You can find Superior Vision's network of providers by going to mybenefits.metlife.com and selecting **Find a Vision Provider**.

You can also call us 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 Superior 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 Superior Vision network 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 are 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 Superior Vision claim form and itemized receipt to: Superior Vision, Attn: Claims Processing, P.O. Box 509, Troy, New York 12181.

How can I check if a claim has been processed?

For claims and benefit escalation, call the ESR team at 1-833-EYE-LIFE (1-833-393-5433). For faster service, please have your claim number ready.

You can also check the status of your claim online, log in to mybenefits.metlife.com.

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.

MetLife vision benefits are underwritten by Metropolitan Life Insurance Company, New York, NY. Certain claims and network administration services are provided through Superior Vision Services, Inc. ("Superior Vision"), a Delaware corporation. Superior Vision is part of the MetLife family of companies. Like most group benefit programs, Superior Vision plans 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

Visit mybenefits.metlife.com to:

- Locate a participating eye doctor or print additional ID cards
- Review benefit information and past services
- Obtain claim forms and educational information

Submit out-of-network claims to:

Superior Vision
Attn: Claims Processing
P.O. Box 509
Troy, New York 12181

Members: 1-833-EYE-LIFE (1-833-393-5433)

- TTD/TTY for hearing impaired: 711
- We're available Mon – Fri, from 8:00 a.m. – 9:00 p.m., Sat, from 9:00 a.m. – 4:00 p.m., Eastern Time

Providers: 1-877-235-5317

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