# EyeMed: Costco FAQ's

1. **Do I need a membership to get glasses or contacts at Costco?**
   *Yes, a membership is required.*

2. **Do I need a membership to have an exam with the Costco Independent Provider?**
   No, a Costco membership is not required for vision exam.
   *Please verify that the Costco Independent Optometrists accepts your eye exam benefits from EyeMed.*

3. **Do I need my EyeMed ID card to access care?**
   *No, you only need to provide your name and birthdate.*

4. *How do I locate a Costco Independent Provider for an Exam?*
   *Sign in to your EyeMed.com account and search for a Doctor-Enter "Costco" and Zip Code for the nearest location.*
   *Call the Store Phone number - Select Option "5", Select Option "1" and then Option "1" to schedule an exam.  Please identify yourself as an EyeMed Insurance member when making an exam appointment.*

5. *What if the Costco Independent Provider does not accept EyeMed Insurance?*
   a) *Sign in to your EyeMed.com account and search for the nearest In-Network provider.*
   b) *Please contact your Benefits Team and EyeMed will be notified to recruit this provider to join the EyeMed network.*

6. *What if the Costco Vision Center tells me they do not accept EyeMed CA Insight Network?*
   a) *Identify yourself as former MES member who is now with EyeMed CA Insight Network and request they pull an authorization.*
   b) *Request to speak with a supervisor who will assist you.*

7. **If Costco Vision Center is unable to pull an authorization and I choose to pay for my services how can I get reimbursed.**
   a) *To Submit a Claim online visit EyeMed.com. "Submit a Claim" complete the claim form, upload your receipts.*
   b) *To Mail your claim form visit EyeMed.com "Submit a Claim" Print the claim form Complete and sign the claim form. Return the completed form and your itemized paid receipts to:*
   *First American Administrators, Inc. Attn: OON Claims, PO Box 8504, Mason, OH 45040-7111*
   *Please note: when submitting a claim, out of network allowances will be reimbursed.*

8. **Do discounts apply at Costco Vision Centers?**
   *No, Big box value chains choose not to accept discounts due to their everyday low prices.*