

Guide to managing your vision plan online

The overview page on our member vision website makes it easy for you to get the information that's most important to you with just a few simple clicks.

1 Your plan

Benefit information at your fingertips:

- View a summary of your vision plan benefits, check your eligibility and see how to use your plan.
- Print out your certificate of coverage
- Print out a personalized ID card in English or Spanish. Simply scroll to "ID card." Once on the page, click the *Print your ID card* button for English, or *Imprima su tarjeta de indentificacion* for Spanish.

2 Manage your claims

Gain more insight into your vision coverage with a quick and comprehensive view of your claims. You can track your claims, view your balance online, and download claim forms.

3 Useful forms

Whether you need a claim form or want to recommend a provider to add to our network, simply download the forms you need right on the website.

4 Find a doctor

Our *Find a Doctor* feature lets you search for network providers in your plan by location, provider name and address. Our network includes private-practice eye care providers; popular retail chains like LensCrafters, Target, and Site for Sore Eyes; wholesalers like Walmart and Sam's Club; and warehouses like Costco.

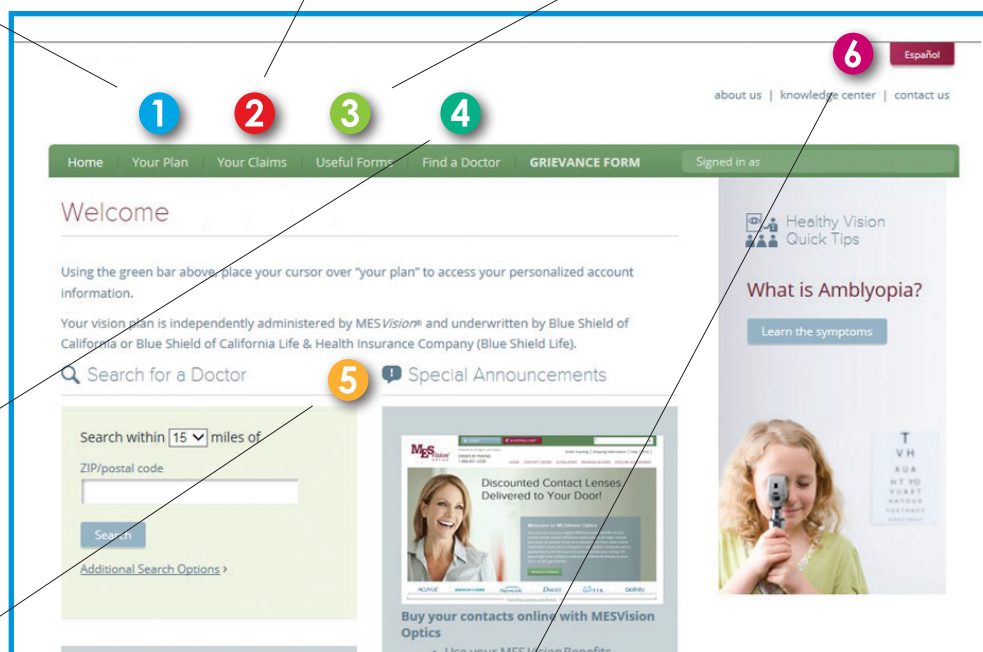
5 Special Announcements

5 Special announcements and more

From purchasing contact lenses online to learning about your vision discounts, the home page has all the links you need to help you see more clearly.

6 Spanish translation

Select the tab on the website to see the information in Spanish.



Here's how to access these features:

- 1 Go to **blueshieldca.com** and log in. (If you've already registered, you may go to **mesvision.com/patients/bsclogin.htm**. You can bookmark the page to access it directly when you need to.)
 - 2 Once you are logged in, you'll see your dashboard. On the top menu, click on *Benefits*.
 - 3 On the *Benefits* page, click *Vision* (the eyeglasses icon).
 - 4 On the *Your vision benefits* page, click *Visit the site* under MES vision website.
- You can get details about your vision benefits, claims, and more on the MESVision site.

Get the most from your vision plan

We offer a wide range of Blue Shield member discounts on popular programs* that can help you save money and get healthier.

LASIK discount program*

LASIK and PRK correction surgery, alternatives to contacts or glasses, are two of the fastest-growing vision treatments. The discount program offers members:

- A 15% discount through the NVISION, Inc. provider network in California, or
- A 20% discount through the QualSight provider network in California and nationwide.

Discount Vision Program*

Vision plan members can receive a 20% discount off the published retail prices when they use a participating California provider in the Discount Vision Program network for these services and supplies:

- Routine eye examinations
- Extra pairs of glasses
- Hard contact lenses
- Tints and coatings
- Photochromic lenses
- Frames and lenses
- Non-prescription sunglasses

Your vision coverage is underwritten by Blue Shield of California Life & Health Insurance Company and administered by a contracted vision plan administrator.

Hearing Aid Discount Program*

Hearing aid discounts are available to all Blue Shield vision plan members through EPIC Hearing Service. Members have access to the largest network of hearing care professionals in the country. You can receive substantial savings of 30% to 60% off manufacturers' suggested retail prices on all major brand hearing aids and related professional services. Also, Blue Shield members can now access the Listen Hear, Live Well hearing wellness program to earn bonus reward savings on their hearing aid purchase. Call EPIC at (866) 956-5400 or go online to epichearing.com to learn more.

* These discount program services are not a covered benefit of Blue Shield vision plans, and none of the terms or conditions of Blue Shield vision plans applies. These discount services are available to all Blue Shield vision plan members.

The network of practitioners and facilities in the discount program is managed by the external program administrators identified below, including any screening and credentialing of providers. Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy, nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products. Some services offered through the discount program may already be included as part of the Blue Shield plan covered benefits. Members should access those covered services prior to using the discount program. Blue Shield reserves the right to terminate this program at any time without notice. Discount programs are administered by or arranged through the following independent companies:

- Discount Vision Program – MESVision
- LASIK discount program – NVISION Laser Eye Centers, Inc. (within California); QualSight, Inc. (within California and nationwide)
- Hearing Aid Discount Program - EPIC Hearing Service

The Discount Vision Program is currently available in Arizona, California, Idaho, Nevada, Oregon, Texas, and Washington.