

# EyeMed Vision Care today

## Facts

- Launched in 1988 as a vision care discount program, EyeMed Vision Care is one of the largest vision benefits company in the U.S.<sup>1</sup>
- EyeMed serves over 55 million funded members in large, medium and small-sized companies, as well as government entities<sup>1</sup>
- Based in Mason, Ohio
- President: Lukas Ruecker
- America's fastest-growing vision benefits company <sup>2</sup>
- EyeMed has grown 40% in the past 5 years alone, and more than doubled our membership over the past 10 years<sup>3</sup>
- EyeMed members enroll through employer-sponsored group benefits sold directly by EyeMed, through bundled benefits offered in partnership with many of the largest and most-respected healthcare organizations in the U.S., through EyeMed Individual for those who don't have a group benefit available and through private exchanges and marketplaces.
- Our client base includes more than 18,000 groups
- With EyeMed, more employees enroll, more use their benefits and more visit in-network providers<sup>4</sup>.  
With EyeMed, members get:
  - **Our network:** the right mix of independent eye doctors, and an extensive selection of national and regional retail providers
    - 76% independent practice locations; 24% retail setting locations (national and regional retailers, both Luxottica and non-Luxottica affiliated)
    - Options for online eyewear shopping in-network and Pop Up on-site clinics
    - 98% of members visit in-network providers<sup>5</sup>
  - **Our benefits:**
    - Flexible options, services and benefits for member freedom of choice with including member choice of any ophthalmic frame, lens or contact lens without limiting frame towers or confusing formularies
    - Value and savings with 71% average savings vs. retail pricing<sup>6</sup>
    - Member benefits are applied consistently 100% of the time at all in-network locations
    - 100% of EyeMed clients say we're easy to work with<sup>1</sup>

<sup>1</sup> Internal analysis of EyeMed membership data (based on domestic membership, excluding discount lives) compared to data from leading vision benefit companies, as reported in publicly available information, 2018

<sup>2</sup> Internal analysis of EyeMed membership data (based on domestic membership, excluding discount lives) compared to data from leading vision benefit companies, as reported in publicly available information, 2018

<sup>3</sup> EyeMed book of business data, 2018

<sup>4</sup> EyeMed analysis of a random sampling of new business accounts that transferred over from a prior benefits company, with comparisons of prior utilization to utilization following transition, 2017.

<sup>5</sup> EyeMed book of business data, 2018.

<sup>6</sup> Based on weighted average of sample transactions; EyeMed Insight network/\$10 exam co-pay/ \$10 materials co-pay/ \$120 frame or contact lens allowance.

## EyeMed Vision Care Fast Facts, continued

- **Our member and client experience:** Easy tools and resources—from enrollment to ongoing education—that engage and inform employees wherever they are, whenever they need support.
  - 96% of EyeMed members are satisfied with their benefits<sup>7</sup>
  - 100% of EyeMed clients say we're easy to work with<sup>8</sup>

### Other facts:

- Our Customer Care Center has earned BenchmarkPortal Center of Excellence certification for 10 years straight, 1 of 16 contact centers to achieve this distinction out of 2,000 centers<sup>9</sup>
- We're a primary member of the National Association of Managed Vision Care Plans ([NAVCP](#)), the unified voice for the managed vision care industry (MVC) on vision health policy and the value it brings to overall health of Americans.

## EyeMed in the community

EyeMed is a sponsor and active supporter of [OneSight](#) - a global charitable program dedicated to creating a world where lack of access to vision care is no longer a barrier to human achievement and possibility. Our employees have many opportunities to participate in OneSight's activities, in local communities and around the world. Through OneSight, we extend our everyday work and passion to help members see life to the fullest, to helping those in need around the world see clearly. To learn more, visit [OneSight.org](#)

<sup>7</sup> EyeMed internal member satisfaction survey conducted by Concentrix, 2018

<sup>8</sup> EyeMed Client Satisfaction Survey conducted by Walker Information, 2018

<sup>9</sup> BenchmarkPortal, 2019