



## Experience and Quality Assurance

- MESVision® has been providing exceptional vision care services to millions of individuals and thousands of employer groups since 1976
- MESVision® is the only medically led national vision plan ensuring that the focus and priorities are placed on the health of the eyes
- MESVision® is regulated by Departments of Insurance throughout the country and the Department of Managed Health Care in California, and partners with A Rated insurance companies to provide quality vision care services nationwide

## MESVision® Provider Network

- MESVision® credentials all network Providers utilizing the standards of The National Committee for Quality Assurance (NCQA)
- MESVision® network Providers are fully licensed Ophthalmologists (MDs), Optometrists (ODs), and Opticians (as required by state law)
- MESVision® network Providers performing eye exams furnish one of the most comprehensive eye exams available. A complete general evaluation of the visual system is made which includes an initial dialation examination. To ensure continuity of care, the Provider will deliver medical care as indicated through the patient's medical plan, if part of the patient's medical plan network. The Provider will refer patients to their primary care physician for continuing treatment plans, if they are not part of the patient's medical plan network.
- MESVision® has one of the largest networks of Participating Providers nationwide comprised of the **Four "Os"**: independent Ophthalmologists, independent Optometrists, independent Opticians, and popular Optical retail chain locations
- MESVision® plan participants may obtain an exam and materials from the same network Provider that offers both services, or may choose to visit an independent optician or optical chain location for their selection of eyewear
- MESVision® network Providers accept all MESVision® administered plans
- MESVision® does not own or control optical laboratories for financial gain. By not requiring network Providers to use a plan optical lab, the Provider who is the expert regarding a particular patient, selects the optimum quality eyewear material that best suits the visual needs of the individual patient.



### **MESVision® Customer Service**

- MESVision® staff members are experienced professionals with an average tenure of Management exceeding 15 years and overall tenure above 5 years for all employees
- MESVision® does not outsource any portion of customer service ensuring that clients, plan participants and doctors will speak to an MESVision® Representative
- MESVision® Customer Care Representatives are available Monday through Friday 8:00 am to 5:00 pm Pacific Standard Time
- MESVision® Call Center's Average Speed to Answer (ASA), is less than 15 seconds
- MESVision® provides an interactive website, [www.MESVision.com](http://www.MESVision.com), which allows plan participants access to specific plan information, eligibility of available eye care services, provider search capabilities and extensive education materials
- MESVision® offers website access at [www.MESVision.com](http://www.MESVision.com), for the Benefit Administrator to maintain eligibility information on line in real time and to view current and archived billing statements
- MESVision® network Providers manage the claims process and submit most claims on-line through [www.MESVision.com](http://www.MESVision.com)
- MESVision® network Providers can access plan participant eligibility three ways: on line via our website, through our Interactive Voice Response System (IVRS), or by speaking directly with a Customer Care Representative
- MESVision® enjoys an overall rating of 96% good to excellent by surveyed plan participants: 98% rate their experience with their examining provider as good to excellent and 94% of plan participants rate the quality of their eyewear as good to excellent
- MESVision® offers flexibility in plan design with rates that are “easy on the eyes”.
  - Full Service, Eyewear Only, and Exam Only Plans
  - Variable frame and contact lens allowances
  - Standard and custom plans
  - Custom lens options
  - Employer sponsored and voluntary plans
  - Self funded plans
- MESVision® provides access to opportunities for discounts on LASIK procedures

## **MESVision® Eye - Health Connection**

### ***Where Routine Vision Care Meets Medical***

MESVision® recognizes that early detection, diagnosis, and treatment of several disease states such as: Diabetes, Diabetic Retinopathy, Glaucoma, Macular Degeneration, High Cholesterol and Hypertension are of paramount importance to the overall health and well being of the body. As part of routine vision care services, MESVision® doctors provide comprehensive eye examinations as well as obtain information from the patient's health history. This information is used to provide possible early detection of several disease states that can affect the overall well being of the body. Providing a comprehensive vision care plan is an integral part of a total health care plan.

### **MESVision® Comprehensive Vision Wellness Examinations**

All MESVision® Plan Participants that receive vision care from MESVision® doctors are provided one of the most comprehensive eye care exams that include a general evaluation of the complete visual system. This examination includes case history, visual acuity, objective and subjective refraction, external examination, neurological integrity, binocular status, tonometry, peripheral visual fields screening, biomicroscopy, funduscopy examination and dilation. Dilation is a key component of a comprehensive eye examination, as it sometimes leads to the detection and diagnosis of certain eye diseases.

### **The Importance of Regular Eye Examinations**

To raise awareness about the importance of eye examinations, and to validate the significance of providing a comprehensive vision care benefit, the MESVision® doctor will coordinate care with the plan participant's Primary Care Physician when disease states that could affect the overall health of the body are suspected and additional diagnostic procedures or treatment plans may be required.

### **Treatment Provided by a Primary Care Physician**

The MESVision® doctor is required to provide any documentation necessary to ensure continuity of care to the Plan Participant's Primary Care Physician. The Primary Care Physician will provide all necessary treatments to the patient that are required for the treatment of any other disease state that may be suspected through an MESVision® Comprehensive Vision Wellness Examination. Only licensed and credentialed Physicians are qualified to treat certain disease states and prescribe proper medications and treatments that go beyond routine vision care services.



## **MESVision® Provides Real Choice**

**MESVision®** has been providing *Real Choice* in exceptional vision care services to thousands of companies and millions of vision plan participants since 1976.

### **Access**

You now have access to one of the largest vision provider network available with thousands of locations nationwide. You have thousands of *Choices!*

### **Shop and Compare**

**MESVision®** providers can *Choose* eyewear from ALL brands and ALL materials available. **MESVision®** providers are not restricted to certain brands and optical laboratories as with other vision plan companies. The *Choice* is yours to shop and compare to receive the most value for your **MESVision®** benefit dollar.

### **Flexibility**

With **MESVision®** you can *Choose* to utilize one provider for your examination and eyewear materials or you can *Choose* to receive your examination from one provider and your materials from another provider. The *Choice* is yours!

## **THE MESVision® NETWORK**

The **MESVision®** network includes *Real Choices* in vision care providers:

- Independent Ophthalmologists (MD)
- Independent Optometrists (OD)
- Independent Opticians (OPT)
- Popular Optical Retail Chain Locations

For more information on your **MESVision®** plan or to research for an **MESVision®** provider, visit [www.MESVision.com](http://www.MESVision.com) or call 800.877.6372



## MESVision For a Healthy Workplace

An MESVision comprehensive annual eye exam provides early detection of vision impairment, refractive error, glaucoma, cancer, diabetes, hypertension, age-related macular degeneration, cataracts, and diabetic and hypertensive retinopathy.

### THE CHALLENGE

#### Vision Conditions Have a Major Impact on Employers and Employee

- ▶ According to a Vision Council of America report, vision disorders account for a 20% decrease in employee performance annually, and as much as **\$8 billion in lost productivity**
- ▶ Each year, eye diseases create **\$16 billion** in health care spending - more than breast cancer, lung cancer, or HIV
- ▶ It's estimated that **up to 90% of people over the age of 45** will require some sort of vision correction

### THE SOLUTION

#### MESVision Coverage for Employees and Their Families

- ▶ Increased productivity and accuracy, as well as **higher job satisfaction**, are just a few of the benefits for employers
- ▶ According to the Vision Council of America, employers gain as much as **\$7 for every \$1 spent on vision**
- ▶ An MESVision annual eye exam can detect conditions like macular degeneration and provide **early markers of diabetes and hypertension**, reducing the risk of diabetic and hypertensive retinopathy, stroke, heart attack, heart failure, or kidney failure
- ▶ Children need their eyes examined as early as six months of age and before they enter school to ensure that they have the **best opportunity to succeed**. Healthier children means less time out of the office for employees
- ▶ Save medical expenses and decrease workers' compensation claims
- ▶ Improve productivity by cutting down on employee absences and poor job performance due to conditions that could be detected through an eye exam
- ▶ Instill goodwill and peace of mind among employees. MESVision coverage communicates that you care about them and their families
- ▶ Improve employee recruitment and retention by offering an MESVision comprehensive vision care plan

