

VISION CARE INSTRUCTIONS

Vision benefits for the City of Venice are provided through CompBenefits/Humana.

Accessing Benefits if Your Provider is IN-Network

In order to receive benefits under the Plan, **you must first obtain a Vision Services Plan Benefit Pass** and present this to the eye care professional you have chosen from the list provided by Vision Services Plan.

Yes, you need to contact Vision Plan Services to request the forms that your eye doctor will need for reimbursement of services. You may obtain these forms in one of two ways:

- 1. Call their toll free number at 1-800-865-3676 and follow the prompts to obtain a Vision Pass and request a form be mailed, faxed or emailed to you the same day (your member identification number is your social security number).**
- 2. Visit their web-site at www.compbenefits.com to register and log in to your account, click on the name of the participant for whom you are ordering the Pass, click on Pass, and request that a form be faxed, emailed, or mailed to your home address**

If you request that a form be mailed, it usually takes about one week to be processed. Passes are effective for a ninety-day period. CompBenefits will also send you a current list of doctors with the forms.

Accessing Benefits if Your Provider is OUT of the Network

If your provider is not on the CompBenefits/Humana preferred network, you may still receive benefits. There is a form for filing an Out-Of-Network Claim on the S drive or you may download one from the City Website at www.venicegov.com. Click on Employees, Employee Corner and scroll down under Vision Insurance. Forms are also available in the Benefits Forms Center outside the Administrative Services Department office. Take it with you to your appointment for the physician to fill out.