

COVID-19: Optical Services is open to meet your vision needs

Two appointments are required for your best possible vision and to keep us all safe and healthy:

1. [Book an eye exam](#) for a new prescription.
2. [Call your Optical Center](#) to make an appointment to shop for glasses.

Optical Services is happy to work with you to **adjust or repair your glasses**, regardless of where you bought them. Call your [Optical Center](#) for an appointment.

> WHAT TO EXPECT WHEN YOU VISIT OPTICAL SERVICES FOR GLASSES & CONTACTS

To keep us all healthy, please:

- Make an appointment by calling your [Optical Center](#)
- Always wear a mask
- Check in with a team member upon arrival
- Wait for your appointment and for an optician to assist you with shopping for frames

Here's what we're doing to keep us all safe:

- Wearing masks
- Sanitizing frames immediately after try-on
- Sanitizing workstations after we help you
- Using sneeze guards on tools and at registration

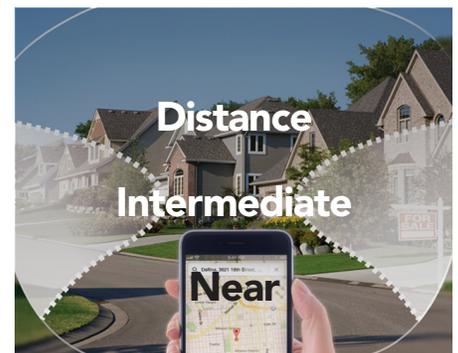
> WHAT IF I NEED TO RETURN OR EXCHANGE MY GLASSES?

We want you to feel good about your look. Any glasses you purchase from our Optical Centers comes with a 30-day total satisfaction guarantee and a 90-day prescription guarantee. Guarantees begin on the date your first receive your eyewear. Call your [Optical Center](#) for an appointment to exchange or return your glasses.

> HOW TO TELL IF YOUR GLASSES NEED AN ADJUSTMENT

A new pair may need adjustment to ensure good fit and vision. Just like a car or bicycle, your glasses may also need an occasional tune-up. Here are some tell-tale signs that you should call for an appointment at your [Optical Center](#) for an adjustment at no charge:

- Glasses slide down your face when you tilt your head forward
- Glasses slip off your face when you turn your head quickly
- Bridge or nose-pads are causing pain on your nose
- Temple arms hurt the back of your ears
- Glasses leave marks on your cheeks
- You cannot see clearly or comfortably
- You need to hold your head in an unnatural position to see clearly



> HOW DO I ORDER CONTACT LENSES?

Order online at kp2020.org, apply your optical benefit if available, and get shipping at no charge.

Kaiser Permanente members typically have coverage for medically necessary eye examinations, and some members, including those members with the pediatric vision benefit under their Affordable Care Act plan, may be able to apply a supplemental benefit to their purchases. Otherwise, the services and products described here are provided on a fee-for service basis, separate from and not covered under your health plan benefits, and you are financially responsible to pay for them. For specific information about your covered health plan benefits, please see your Evidence of Coverage. 10/2021 VE