

Your health and safety are always our top priority. To protect yourself and your loved ones, here's how to best access Kaiser Permanente Vision Services while supporting social distancing measures in place.

WHAT SERVICES ARE AVAILABLE IN-PERSON?

Rock Creek, Franklin, Arapahoe and Lone Tree Vision Essentials locations are open to symptom free patients only. Optometry and Ophthalmology see patients with urgent eye needs ONLY.

Visit Kaiser Permanente Vision Essentials to :	These <u>in-person</u> services are temporarily suspended:
<ul style="list-style-type: none">• Order Contact Lenses (shipped free of charge)• Shop for Glasses (New orders are shipped to you)• Pick up glasses and contacts• Get help if you're not seeing clearly with your new glasses.	<ul style="list-style-type: none">• Contact lens fitting appointments• Routine Eye Examinations• Elective Surgeries (cataract...)

HOW DO I PICK UP AN ORDER I ALREADY PLACED?

If you placed an order for glasses or contact lenses PRIOR to March 23, 2020, you can pick up your order at one of our open locations. Please call first to assure that your order is there. You must be screened prior to entering our open buildings.

WHAT IF I NEED TO RETURN OR EXCHANGE MY GLASSES?

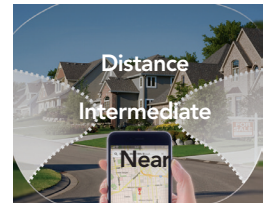
If you do not need them urgently, please wait until we resume normal hours of operation. For those affected, the 90-Day Prescription Guarantee will be extended for 90 days after we resume normal hours of operation. Have an urgent need, please call.

I'M HAVING TROUBLE SEEING WITH MY NEW GLASSES.

Keep in mind that getting comfortable with a new pair, especially one with a new prescription, will take a few days.

First time progressive (i.e., no-line bifocals) wearers may need to practice these tips while wearing their new glasses for their vision to feel natural.

- **Distance:** Keep your eyes centered in the glasses when looking in the distance. Move your entire head when trying to focus on a specific point in the distance. Don't just move your eyes without turning your head. Point your nose toward the object you're looking at.
- **Reading:** Lower your gaze straight down to read. Do not drop your head down, just drop your eyes down.



If you're still not seeing clearly with your glasses, call an open location.

HOW DO I ORDER CONTACT LENSES?

You can order contacts by calling your [Optical Center](#).

WHAT IF MY CONTACT LENS PRESCRIPTION HAS EXPIRED?

If you need to order contact lenses and your prescription has expired, call your [Optical Center](#).

WHAT IF MY CONTACT LENS PRESCRIPTION HAS NOT BEEN FINALIZED?

Call your [Optical Center](#) if:

- Your prescription has not been finalized by an Optometrist and you need to order contacts.
- You are currently being fitted for contact lenses and have an urgent need for contacts. We will extend the fitting period 120 days from when we resume normal hours of operation.

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. 3/26/2020 J