

Coronavirus/COVID-19: How best to access Optical Services

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

WHAT IN-PERSON SERVICES ARE AVAILABLE?

Our Optical staff are only seeing patients with urgent vision needs coming from Optometry. Otherwise, our Optical Centers are closed for in-person services. If you have an urgent need to visit, please call in advance.

Visit kp2020.org or call the Optical Center to:	These <u>in-person</u> services are temporarily suspended:
<ul style="list-style-type: none">• Order contacts & apply your benefit• View your benefit & prescription• Check order status• Get help via phone if you're not seeing clearly with your new glasses or contacts	<ul style="list-style-type: none">• Contact lens fitting appointments• Eyeglass fittings, adjustments & repairs• Shopping for glasses• Picking up eyeglasses or contacts. <u>All orders are being shipped directly to you.</u>

HOW DO I PICK UP AN ORDER I ALREADY PLACED?

If you've recently placed an eyeglass or contact lens order for pick-up in our Optical Center, your order will automatically be shipped to you using the current address on file. You can check the status of your order on kp2020.org by clicking on "My Orders." Questions about your order? Call your [Optical Center](#).

WHAT IF I NEED TO RETURN OR EXCHANGE MY GLASSES?

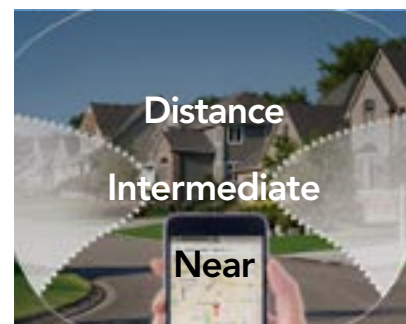
If you do not need them urgently, please wait until we resume normal hours of operation. For those affected, the 30-Day Total Satisfaction Guarantee will be extended for 30 days and the 90-Day Prescription Guarantee will be extended for 90 days after we resume normal hours of operation. Have an urgent need? Call your [Optical Center](#).

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 your [Optical Center](#).

HOW DO I ORDER CONTACT LENSES?

You can always order online at kp2020.org, apply your optical benefit if available, and get shipping at no charge. You can also 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