

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

visionessentials
by KAISER PERMANENTE®

CORONAVIRUS/COVID-19: HOW BEST TO ACCESS VISION CARE

**FOR URGENT CARE, APPOINTMENTS OR MEDICAL ADVICE
PLEASE CALL 1-833-KP4CARE (1-833-574-2273)**



**THESE IN-PERSON SERVICES ARE
TEMPORARILY SUSPENDED:**

- Shopping for glasses
- Routine eyeglass and contact lens exams
- Eyeglass fittings, adjustments & repairs
- Picking up eyeglasses or contacts.

ALL ORDERS WILL BE SHIPPED DIRECTLY TO YOU

CALL FOR:



- Re-Ordering contacts
- Extending Prescription for re-order
- Re-Order broken/lost eyeglasses
- Help via phone if you're not seeing clearly with your new glasses or contacts

[VISION ESSENTIALS LOCATIONS HERE](#)

WHAT SERVICES ARE AVAILABLE IN-PERSON?

Our Optical staff are only seeing in-person patients with urgent vision needs coming from Optometry. If you have an urgent need for vision care call **1-833-KP4CARE (1-833-574-2273)**. Currently, our Optical Centers are closed for in-person services but are available for assistance over the phone. [Location numbers here](#)

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, you will be contacted to arrange free direct shipping. Questions about your order? Call your [Vision Essentials Location](#).

WHAT IF MY PRESCRIPTION HAS EXPIRED?

Call your [Vision Essentials Location](#) to ask an optometrist about the possibility of extending your prescription.

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. The 30-Day Total Satisfaction Guarantee and the 90-Day Prescription Guarantee will be extended until September 1, 2020 for any orders placed after March 1, 2020. Have an urgent need? Call your [Vision Essentials Location](#).

HOW DO I RE-ORDER CONTACT LENSES?

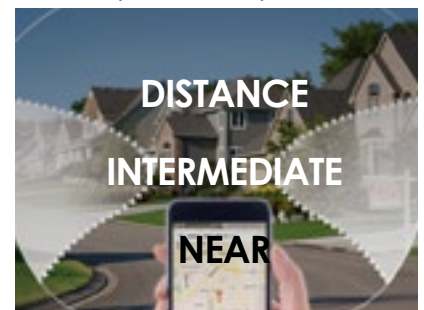
If you have previously placed an order through the clinic, you can re-order online at kp2020.org, or by calling your [Vision Essentials Location](#).

I'M HAVING TROUBLE SEEING WITH MY NEW GLASSES.

Keep in mind that getting comfortable with a new pair of eyeglasses, 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.

Still need help with your glasses? Call your [Vision Essentials Location](#).



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