



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 **703-359-7878** in advance.

For more information on common issues, please check the frequently asked questions below or visit kp2020.org.

How do I pick up an order I already placed?

If you've recently placed an eyeglass or contact lens order for pickup in an Optical Center, your order will automatically be shipped to you using the current address on file.

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 after we resume normal hours of operation, and the 90-Day Prescription Guarantee will be extended for 90 days after we resume normal hours of operation. Have an urgent need? Call **703-359-7878**.

What if I'm having trouble seeing with my new glasses?

Keep in mind that getting comfortable with a new pair of glasses, 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 **703-359-7878**.

How do I order contact lenses?

You can always order online at kp2020.org and get shipping at no charge, or call **703-359-7878**.

What if my contact lens prescription has expired?

If you need to order contact lenses and your prescription has expired, call **703-359-7878**.

What if my contact lens prescription has not been finalized?

Call **703-359-7878** if:

- Your contact lens 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*.

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