



EyeMed is pleased to serve the State of Tennessee!

EyeMed takes great pride in delivering excellent service to all of our clients and members. Our multi-channel model provides you and your team support for all of your needs, from member questions or concerns to supporting your open enrollment meetings.

Our Award Winning Customer Care Center is open Monday through Saturday 6:30 am – 10:00 pm and Sunday 10:00 am – 7:00 pm CST. Additionally, we encourage our members to self-serve by registering at www.eyemedvisioncare.com/stoftn where they can request ID cards, check claim status, or retrieve a copy of their EOB.

The Client Service Representative can provide one-call support for duplicate invoices and rosters, group portal set-up and password resets, and urgent membership changes. Please note that our Client Service Representative is for ABCs only, we ask that number not be shared with members.

Our Open Enrollment event coordinators can assist with materials and/or representatives for open enrollment events or health fairs. Please note, for representative request, we require at least 200 employees on site and 30-day notice. For open enrollment materials only, a 2- week notice is needed.

For Questions Regarding	Point of Contact
State of TN Member Questions Claims status/EOB Eligibility for Service ID card request	1-855-779-5046 www.eyemedvisioncare.com/stoftn
Verification of Member Coverage Urgent Member Adds/Changes/Terminations Elevated Member Issues Claims Questions (<i>member has already contacted EyeMed directly</i>) Network/Provider Service Issues Benefit Administrator/Questions Password Resets Invoice Requests and Reprints	Client Service Representative 866-665-8437 (call when appointment is within 24 hours) Margo Middlemas 888-865-4583 #3 csu@eyemed.com (cc: ncenci@eyemed.com & icarozza@eyemed.com)
Open Enrollment Representation Requests Printed Handbook Requests	Event Coordinator Kadi Smith openenrollment@eyemed.com fax: 513-492-5325

Please distribute this information to those on your team or related business partners who will directly partner with the EyeMed Service Team.

We welcome your feedback at any time and will continue to review our delivery of excellent client service