



California and National Coverage

Blue Shield of California's Vision Plan Administrator is transitioning from MES to EyeMed on January 1, 2024

Blue Shield of California's contract with MES will end effective December 31, 2023, as MES was acquired by EyeMed in 2020 and will discontinue services at the end of the year. Members should experience no change in vision care or their enrollment experience.

Note: All vision plans will be administered by EyeMed beginning January 1, 2024, regardless of a group's renewal date.

Vision Plan Administrator & Network Frequently Asked Questions (FAQs)

1. Who is EyeMed?

Cincinnati, Ohio-based EyeMed Vision Care, the fastest growing vision benefits company in the U.S., is dedicated to helping members see life to the fullest. EyeMed focuses on the network where employees are with easy access to a diverse network of providers across the U.S. including online options, independent eye doctors and national/regional retail providers like LensCrafters®, Pearle Vision® and Target Optical®, benefits that take employees' dollars further, and an easy and transparent experience for all. EyeMed's client family is over 19,000 strong and counts more than 62 million funded benefit members. EyeMed is proudly part of the EssilorLuxottica family of companies.

2. How does EyeMed develop their provider network and establish provider reimbursements?

EyeMed views their networks and provider relationships comprehensively. Their focus is to support a network which grants members the greatest combination of access and choice, through the largest vision network in the industry composed of the best mix of retail, independent, and online options. To achieve this balance of member value and access, EyeMed offers providers competitive reimbursement and efficient administrative tools to simplify daily operations.

3. Will members continue to have access to retailers such as LensCrafters, Target Optical, Walmart and Costco?

All Costco Optical Stores are in-network for materials and some doctors for exams. Members should check the provider locator/directory or validate with the call center if the provider who practices at a Costco location participates in-network. This should confirm if their exam would be filed in-network or out-of-network should they choose to schedule an appointment with the provider Target, Walmart, LensCrafters and America's Best will continue to be in-network for exams and materials as well.

4. What is the provider count between MES and EyeMed?

There is a 96% provider overlap between MES and EyeMed. EyeMed's recruitment team is actively reaching out to the providers who have not yet joined the EyeMed network and will continue to do so on an ongoing basis to ensure provider availability for our members.

Member Enrollment/Experience Frequently Asked Questions (FAQs)

1. When will groups & members be migrated from MES to EyeMed?

Regardless of a group's renewal date, groups and members will automatically migrate from MES to EyeMed's network on January 1, 2024. No action needs to be taken by any group or member.

2. Will there be a new Vision Customer Service number?

The Vision Customer Service number will remain the same (877) 601-9083.

3. Will members receive new vision ID cards?

Yes, EyeMed will generate vision ID cards for all existing and new subscribers. The ID card will be included with EyeMed's "Welcome Kit," to be mailed to subscribers towards the end of 2023. The exact timing of the mailing will be communicated at a later date. The EyeMed Welcome Kit will highlight member benefits while providing a personalized directory of local in-network providers.

4. Will there be any change to the Member enrollment process?

There will be no impact on the member enrollment experience.

5. Will plan benefits change with the transition from MES to EyeMed?

Our vision plans/benefits are not changing due to the transition from MES to EyeMed; however, there will be normal renewal benefit changes. Plan details can be verified on plan benefits summaries and on the Blue Shield member portal.

6. Will members' online experience change?

Members will continue to have access to their vision benefits under their Blue Shield of California member portal. From this portal they will have seamless, single-sign-on access to the EyeMed member portal.