

Envolve Vision - Laboratory Ordering Frequently Asked Questions

Q: Why has Envolve Vision decided to change to an Open Lab Network?

A: Envolve Vision has made the decision to allow you unrestricted variety when it comes to laboratory and product choice. The new model will allow you the freedom to conduct your business as you see fit and will allow you increased revenue due to the ability to recommend premium products.

Q: When does the new Envolve Vision ordering structure begin?

A: As an Envolve Vision provider, you may place orders at any lab within the Essilor Lab network including Select Optical, or other lab of your choice. If you're new to the Essilor Lab you wish to use, you'll need to establish an account number with that lab prior to placing your orders – just give your preferred lab a call.

Q: How is Envolve Vision's decision to change to an Open Lab Network going to affect my day to day business from an operations perspective?

A: **Frames**

Providers may offer any frame in your dispensary to your Envolve Vision members – no more frame kits! (*Frames outside of any member allowance will be the member's responsibility.*)

Lenses

It's important to ensure your members receive the appropriate visual solutions within their means. While offering basic lenses may be a necessity for a large majority of your members, you'll now have the choice to recommend premium visual solutions to your Envolve Vision members without the restrictions that product catalogs bring. (*Premium lenses require an up charge to the member to pay out of pocket when not covered by the allowance.*)

***New* Envolve Vision / Select Optical Exclusive Lantis Frame & Lens Package Program**

Participating in the new Envolve Vision / Select Optical Exclusive Lantis Frame & Lens Package Program will allow you to continue to keep and use your consigned Lantis frame kit for your Envolve Vision Medicaid work. When you place your orders, Select Optical will send your order with a brand new frame. All Envolve Vision orders placed using Lantis kit frames will be processed at Select Optical exclusively. If you are a new Select Optical customer wanting to participate in the new Program, just give Select Optical a call to set up a new account at (800) 331-1603.

Lab Ordering

You'll now have the freedom to order from any Essilor Lab. To receive the preferred lab pricing, providers must order from one of the Essilor labs on the list provided below.

Billing

In order to allow you freedom to select your lab of choice for your Envolve Vision work, Envolve Vision will no longer pay the lab bill for any of your Envolve Vision work; this also includes work within the Envolve Vision / Select Optical Exclusive Lantis Frame & Lens Package Program. All lab bills for Envolve Vision lab work will be paid by you, the Envolve Vision Provider.

Q: Are independent providers required to send their Envolve Vision work to this network of laboratories?

A: No. However, Essilor Laboratories of America is the Envolve Vision preferred laboratory network. Sending Envolve Vision work to Essilor Laboratories will help save you money, time and effort in obtaining lenses for your members. In addition to your reimbursement from Envolve Vision, providers who choose Essilor Laboratories for their Envolve Vision work are entitled to receive 32% off the normal lab cost for all other products and upgrades.

Exception: Should you chose to participate in the new Envolve Vision / Select Optical Exclusive Lantis Frame & Lens Package Program, you will need to send your work to Select Optical as they are the exclusive laboratory able to provide the frames for your Envolve Vision Medicaid Frame Kits.

Q: Who is Essilor Laboratories?

A: Essilor Laboratories of America (Essilor Labs) is the largest and most trusted optical lab network in the United States. With more than 128 optical laboratories across the nation, we are committed to supporting Eye Care Professionals in ways that exceed expectations for service, performance and quality. We're a full-service provider bringing you extensive lens offerings, superior manufacturing quality and technologically advanced processing. Through Essilor laboratories, you gain

access to premium brands like Varilux®, Crizal®, Eyezen™, Thin&Lite®, Transitions®, DEFINITY®, XperioUV™ and other Essilor brand names. Beyond your Envolve Vision work, we offer services including accredited online and in-office staff training, business consulting, pricing analysis, and programs designed to build practice profitability.

Q: What does the Essilor / Envolve Vision arrangement bring?

A: As a valued Essilor Laboratory Customer:

- You'll be entitled to "fixed" pricing on all of the following products for all of your Envolve Vision orders. In addition, you'll receive 32% off the National Labs pricing for all other products and upgrades.

Standard CR-39:

- Single Vision Clear Edged \$15.00 (per pair)
- Bifocal Clear Edged \$25.00 (per pair)
- Trifocal Clear Edged \$38.00 (per pair)
- Basic PAL Clear Edged \$50.00 (per pair)

Standard Polycarbonate:

- Single Vision Clear Edged \$31.50 (per pair)
- Bifocal Clear Edged \$41.50 (per pair)
- Trifocal Clear Edged \$54.50 (per pair)
- Basic PAL Clear Edged \$66.50 (per pair)

1.67 High Index Plastic:

- Single Vision Clear Edged \$55.00 (per pair)
- Bifocal Clear Edged \$65.00 (per pair)
- Trifocal Clear Edged \$78.00 (per pair)
- Basic PAL Edged \$90.00 (per pair)

No Glare:

- Basic AR \$15.00 (per pair)

Photochromics: (add on to lens price)

- Transitions Signature VII \$55.00 (per pair)

Scratch Resistant Coating: (add on to lens price) \$ 5.00 (per pair)

Basic Tint: (add on to lens price) \$ 4.00 (per pair)

Polarized: (add on to lens price) \$48.00 (per pair)

Envolve Vision Lantis Frames : \$ 8.70 (per frame)

- Through the Envolve Vision arrangement, you'll have full access to excellent laboratory service, backed by Essilor's commitment to meet your needs and help your practice grow. Please find included in this packet the list of Essilor labs that are currently set up to begin processing your Envolve Vision work at these prices.

Q: What's the process to apply for an account number with a particular Essilor Laboratory?

A: If you'd like to get started right away, simply place a call to your selected lab. They'll send you a welcome packet including a New Account Application. After you've completed and faxed the New Account Application, you'll be contacted by our customer service department with your new account number. Once you have your new account number, you can begin placing your Envolve Vision orders. This process usually takes between 24-48 hours so it's best to get that account set up before December 1st. If you need help along the way, please call your preferred laboratory or speak with your Essilor Labs Sales Consultant.

Q: What if I already have an account number with my preferred Essilor lab?

A: Whether you want to send your work to one of the Essilor laboratories that is currently set up to begin processing your Envolve Vision work at the contracted price or any other Essilor lab not on the list, you can use your existing account number. You do not need to set up a new one.

Q: What is the easiest way to take advantage of effortless ordering and ensure I receive the preferred pricing when placing my Envolve Vision orders at an Essilor preferred lab?

A: All you'll have to do is log into VisionWeb, at www.visionweb.com and place your order like you currently do for your private pay work. The only difference is, you'll select your lab of choice and then select "Envolve Vision" from the managed vision care drop down menu to trigger preferred pricing. If you are not currently a VisionWeb customer, don't worry. You can create an account and then begin your ordering process. Please refer to the enclosed instructions for the step by step ordering process. If you need help along the way, simply contact your preferred Essilor lab and they'll be happy to assist.

Q: What other methods do I have to place my Envolve Vision orders?

A: You may place your orders via VisionWeb, or by calling or faxing your orders directly to your preferred Essilor lab and indicate the order is for an Envolve Vision member. However, utilizing VisionWeb to place your Envolve Vision orders will be the most effective way to secure your preferred pricing.

Q: Who pays the lab bill for my Envolve Vision work?

A: In order to allow you freedom to select your lab of choice for your Envolve Vision work, Envolve Vision will no longer pay the lab bill for any of your Envolve Vision work; this also includes work within the Envolve Vision / Select Optical Exclusive Lantis Frame & Lens Package Program. All lab bills for Envolve Vision lab work will be paid by you, the Envolve Vision Provider.

Q: Who should I call with non-lab related questions or concerns?

A: For all non-lab related questions including member coverage, please call Envolve Vision's Customer Service Department at the number indicated in your products plan specifics.

Q: Can I use Essilor Laboratories of America for non-Envolve Vision work?

A: Absolutely. Any one of our network labs can provide a full range of products and services to assist you in delivering the best possible vision care to your members. Please contact your Essilor Labs Sales Consultant or preferred Essilor Laboratory for private pay ordering processes, special offers, and pricing.

Q: Which products are available through Essilor laboratories?

A: A full-range of ophthalmic products are available to fit any practice need – from progressives to No-Glare and lens materials including premium Essilor brands such as Varilux®, Crizal®, Eyezen™, Thin&Lite®, Transitions®, DEFINITY®, XperioUV™ and other Essilor brand names.

ABOUT ESSILOR

Essilor is the leading manufacturer of optical lenses in the United States and is the market leader in progressive, high-index and anti-reflective coated lenses. A pioneer in the development and production of ophthalmic lenses, Essilor employs over 6,100 people in more than 100 facilities throughout the 50 states. Essilor manufactures optical lenses under the Varilux®, Crizal®, Eyezen™, Thin&Lite®, Transitions®, DEFINITY® and XperioUV™ and other Essilor brand names. Essilor Laboratories of America (ELOA) is the largest, and most trusted, optical lab network in the U.S. and offers a wide choice of services and lens brands, including Essilor premium lenses, to eye care professionals across the nation. Essilor of America, Inc. (Essilor) is a subsidiary of Paris-based Essilor International, S.A., a publicly held company traded on the Euronext Paris stock exchange (Reuters: ESSI.PA).