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# ENVOLVE VISION – LABORATORY ORDERING FREQUENTLY ASKED QUESTIONS

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**Q1: Does Envolve Vision offer an Open Lab Network?**

**A1:** Yes. Envolve Vision allows you unrestricted variety when it comes to laboratory and product choice. This model allows you the freedom to conduct your business as you see fit and will allow you increased revenue to the ability to recommend premium products.

**Q2: Is Essilor Laboratories of America (Essilor Labs) Envolve Vision's Preferred Lab Partner?**

**A2:** Yes. Essilor Labs is the preferred lab partner for Envolve. Essilor Labs is the largest and most trusted optical lab network in the United States. With more than 128 optical laboratories across the nation, they are committed to supporting Eye Care Professionals in ways that exceed expectations for service, performance, and quality. They are a full-service provider bringing extensive lens offerings, superior manufacturing, quality, and technologically advanced processing. Through Essilor Labs, you gain access to premium brands like Varilux®, Crizal®, Eyezen+™, Transitions®, and Xperio UV™. Beyond your Envolve Vision work, Essilor Labs offers services including accredited online and in-office staff training, business consulting, pricing analysis, and programs designed to build practice profitability.

**Q3: Which Essilor Labs can I order my Envolve Vision Jobs?**

**A3:** As an Envolve Vision provider, you may place orders at any lab within the Essilor Lab network. However, there is a list of preferred Essilor Labs\*, which will offer you the lowest contracted price list when you provide a frame from your office and order lenses from the lab. Classic Optical is the exclusive supplier of the Envolve Vision frame and lens package.

**Q4: Does Envolve Vision and Essilor Labs offer a "Frame and Lens Package Program"?**

**A4:** Yes. Effective July 15, 2020 Envolve Vision, in partnership with Essilor Labs will be offering the Affordable Vision Package (AVP), a value-priced frame and lens package exclusively through Classic Optical. The AVP is a complete pair solution, perfect for Medicaid programs. The package includes the entire Lantis frame collection, any frame from the Modern Optical green and lime collection, and where applicable, the frames offered by Classic Optical as part of the state Medicaid program. The lenses offering include not only plastic single vision, bifocal, trifocal and progressive lenses but also buy up options for higher index materials, photochromic and polarized lenses and No-Glare treatments. For more information or to sign up for the Envolve Vision AVP, please contact Classic Optical at (888) 522-2020.

**Q5: If I don't want to offer the Envolve Vision AVP frame and lens package, which frames and lenses can I offer my patients through Envolve Vision and Essilor Labs?**

**A5: Frames**

Providers may offer any frame in your dispensary to your Envolve Vision members (*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 also have the choice to recommend premium visual solutions to your Envolve Vision



members without the restrictions that product catalogs bring. (*Premium lenses require an upcharge to the member to pay out of pocket when not covered by the allowance.*)

**Q6: Will Envolve Vision pay Essilor Labs directly for my Envolve Vision Jobs?**

**A6:** No. In order to allow you freedom to select your lab of choice for your Envolve Vision work, Envolve Vision does not pay the lab bill for most of your Envolve Vision work; this also includes work within the Envolve Vision/Classic Optical AVP Frame and Lens Package Program. All lab bills for Envolve Vision lab work will be paid by you, the Envolve Vision Provider.

*Exception* - In Illinois and New Mexico Classic Optical can submit claims to Envolve Vision for your lab bill when you place your orders with Classic Optical. Please contact Classic Optical at (888) 522-2020 for more information.

**Q7: What’s the process to apply for an account number with a particular Essilor Lab?**

**A7:** 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. If you need help along the way, please call your preferred Essilor Lab or speak with your Essilor Account Manager.

**Q8: What does the Essilor / Envolve Vision arrangement bring?**

**A8:** As a valued Essilor Laboratory Customer:

You will be entitled to “fixed” pricing on all of the following products for all of your Envolve Vision orders. In addition, when placing an order through a Preferred Essilor Lab, 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	\$21.50 (per pair)
Bifocal Clear Edged	\$31.50 (per pair)
Trifocal Clear Edged	\$44.50 (per pair)
Basic PAL Clear Edged	\$56.50 (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 Clear Edged	\$90.00 (per pair)

Options (add on to lens price):

Basic AR	\$15.00 (per pair)
Photochromic	\$60.00 (per pair)
Polarized	\$48.00 (per pair)
Scratch Resistant Coating	\$5.00 (per pair)
Basic Tint	\$4.00 (per pair)
Polarized	\$48.00 (per pair)
Envolve Vision/Classic Optical AVP Frames	\$10.00 (per frame)*

\*only available from Classic Optical as part of the AVP package identified in QA3 or as a frame only



**Q9: Are independent providers required to send their Envolve Vision work to this network of laboratories?**

**A9:** No. However, Essilor Labs is the Envolve Vision preferred laboratory network. Sending Envolve Vision work to an Essilor Lab 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 a Preferred Essilor Labs for their Envolve Vision work are entitled to receive 32% off the normal lab cost for all other products and upgrades. Exception: Should you choose to participate in the new Envolve Vision / Classic Optical Exclusive AVP Frame & Lens Package Program, you will need to send your work to Classic Optical as they are the exclusive laboratory able to provide the frames for the Envolve Vision Medicaid Frame Kits.

**Q10: What if I already have an account number with my preferred Essilor lab?**

**A10:** Whether you want to send your work to one of the Essilor Labs 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.

**Q11: 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?**

**A11:** All you'll have to do is log into VisionWeb at [www.visionweb.com](http://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.

**Q12: What other methods do I have to place my Envolve Vision orders?**

**A12:** Envolve Vision / Classic Optical AVP Frame and Lens Package Orders must be placed directly with Classic Optical.

To place all other Envolve Vision orders, please use VisionWeb, or call or fax your orders directly to your preferred Essilor lab and indicate the order is for an Envolve Vision member. However, utilizing VisionWeb to place your non-AVP Envolve Vision orders will be the most effective way to secure your preferred pricing.

**Q13: Who should I call with non-lab related questions or concerns?**

**A13:** 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.

**Q14: Can I use Essilor Labs for non-Envolve Vision work?**

**A14:** 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 patients. Please contact your preferred Essilor Lab for private pay ordering processes, special offers, and pricing.

**Q15: Which products are available through Essilor Laboratories?**

**A15:** 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+®, Transitions®, XperioUV™ and other Essilor brands.



# PREFERRED ESSILOR LABORATORIES LISTING

ONLY PREFERRED LABS ARE ABLE TO OFFER ENVOLVE VISION'S LOWEST CONTRACTED PRICE. LAB LIST OF AS 7/2020

## **BARTLEY OPTICAL**

1300 Optical Dr Ste 400  
Azusa, CA 91702  
(800) 347-4733

## **BEITLER-MCKEE OPTICAL CO**

160 South 22nd Street  
Pittsburgh, PA 15203  
(888) 488-1024

## **BELL COLUMBUS**

3671 Interchange Rd.  
Columbus, OH 43204  
(800) 776-8077

## **BELL OPTICAL**

2182 Rt. 75, Suite 2  
Kenova (Huntington), WV 25530  
(800) 553-3402

## **BRISTOW OPTICAL**

3844 East 5th Street  
Tucson, AZ 85716  
(800) 303-5885

## **CUSTOMEYES**

1001 Sterns Drive  
Sauk Rapids, MN 56379  
(800) 535-1493

## **CUSTOMEYES**

4470 48<sup>th</sup> Avenue Ct.  
Rock Island, IL 61201  
(800) 322-6754

## **DBL LABS**

6650 Saukview Dr  
St. Cloud, MN 56303  
(800) 888-0222

## **DUFFENS OPTICAL**

2929 W. 9th Ave.  
Denver, CO 80204  
(800) 999-5367

## **DUFFENS OPTICAL**

8140 Marshall Drive  
Lenexa, KS 66214  
(800) 397-2020

## **DUFFENS OPTICAL**

3625 Willowbend Blvd, Ste 110  
Houston, TX 77054  
(800) 392-9774

## **EAST COAST OPHTHALMIC**

7018 AC Skinner Pkwy Ste 240  
Jacksonville, FL 32256  
(800) 493-3214

## **ELITE OPTICAL**

1450 W. Walnut Street  
Rancho Dominguez, CA 90220  
(800) 468-6788

## **ELITE OPTICAL**

9901 Horn Road  
Sacramento, CA 95827  
(800) 556-5502

## **ELITE OPTICAL**

801 N. Burke St.  
Visalia, CA 93292  
(800) 624-6672

## **JORGENSEN-PENINSULA OPTICAL**

1901 S. Union Ave.  
Tacoma, WA 98405  
(800) 426-8918

## **KOSH OPHTHALMIC**

2901 West McNab Rd.  
Pompano Beach, FL 33069  
(800) 327-4118

## **MERIDIAN OPTICAL**

3711 E. Atlanta Ave.  
Phoenix, AZ 85040  
(800) 352-5465

## **MIDLAND OPTICAL**

2360 59TH Street  
St. Louis, MO 63110  
(800)325-3176

## **MILROY OPTICAL**

5067 Savarese Circle  
Tampa, FL 33634  
(800) 366-2702

## **OMEGA DALLAS**

13515 N. Stemmons Frwy  
Dallas, TX 75234  
(800) 366-6342

## **OSI – GRAND RAPIDS**

1526 Plainfield Ave NE  
Grand Rapids, MI 49505  
(800) 441-4441

## **OPTI-CRAFT**

12130 NE Ainsworth Cir.  
Portland, OR 97230  
(800) 288-8048

## **OPTOGENICS**

2828 Erie Blvd. East  
Syracuse, NY 13224  
(800) 678-4225

## **PRECISION OPTICS**

6925 Saukview Dr.  
St. Cloud, MN 56303  
(800) 328-7075

## **SOUTHERN OPTICAL**

1856 Corporate Drive Suite 150  
Norcross (Atlanta), GA 30093  
(800) 765-7343

## **SOUTHERN OPTICAL**

1909 N. Church St.  
Greensboro, NC 27405  
(800) 888-8842

## **SOUTHERN OPTICAL**

501 Merritt Street  
Nashville, TN 37203  
(800) 333-8498

## **SOUTHERN OPTICAL**

136B Industrial Park Road  
Piney Flats, TN 37686  
(800) 888-2544

## **SOUTHERN OPTICAL**

10813 Trade Road  
Richmond, VA 23236  
(800) 552-9739

## **SUTHERLIN OPTICAL LAB**

1941 Central Street  
Kansas City, MO 64108  
(800) 999-8193

## **SUTHERLIN OPTICAL LAB**

308 S. Wall Avenue  
Joplin, MO 64802  
(800) 999-8193

## **TEAM DUFFENS**

713 SW 119<sup>th</sup>St.  
Oklahoma City, OK 73170  
(405) 703-4133

## **TWIN CITY OPTICAL**

4601B Proximity Dr  
Louisville, KY 40213  
(800) 647-6970

## **TWIN CITY OPTICAL**

2323 Aero Park Court  
Traverse City, MI 49684  
(800) 424-0344

## **TWIN CITY OPTICAL**

1002 10th St. West, Ste. 3  
Billings, MT 59102  
(800) 258-4192

## **TWIN CITY OPTICAL**

1213 Continental Ave.  
Bismarck, ND 58501  
(800) 258-4186

## **TWIN CITY OPTICAL**

3109 West 41<sup>st</sup> St Suite 115  
Sioux Falls, SD 57105  
(800) 615-1106

## **WOS OPTICAL**

610 Lombardi Ave  
Green Bay WI  
(800) 888-4454