



Helpful information: Dental and Vision Plan Updates

Your New Vision Plan Administrator

Effective January 1, 2024, the administrator for your vision plan* will change from MES to EyeMed. EyeMed will manage your vision plan, including your access to eyewear and eye exams and the processing of your claims.

This change applies to:

- Blue Shield vision plan coverage, and/or
- Pediatric vision benefits included with your medical plan.

This will not impact your coverage or how your benefits/services work. And you will continue to have access to one of the largest vision networks in California composed of independent eye doctors, online stores, and conveniently available retailers such as:

- LensCrafters®
- Pearle Vision®
- Target Optical®

What this means for you

- **New Vision ID Card** – You will receive a new vision ID card from EyeMed in the coming weeks. You should start to use this when seeking vision services on or after January 1, 2024. You will also be able to access your ID card digitally through the mobile app. If you do not have your card, please inform your vision provider on or after January 1 that your plan administrator is EyeMed.
- **Accessing Care** – Your online account at blueshieldca.com, or on the mobile app, is the place to go for all your vision plan information, including finding a provider and getting claims and benefits information. The networks are very similar, but it is a good idea to check that your eye doctor is showing as in-network on or after January 1, 2024.

Dental Plan Updates

Contacting Customer Service by mail and Submitting a Grievance – Addresses for Customer Service and where to submit a grievance have been updated. This change will impact dental plans and pediatric dental plans included with your medical plan. Please review your 2024 *Evidence of Coverage (EOC) and Health Service Agreement/Policy* or call us if you need either address.

*Underwritten by Blue Shield of California Life & Health Insurance Company (Blue Shield Life). Vision plan providers are available through EyeMed, a contracted vision plan administrator.