

Find an eye doctor

There are three easy ways to find a quality in-network eye doctor in your area:

1. Go to **myCigna.com** > Coverage > Vision > Visit Cigna Vision > Find an eye care provider.
2. If you don't have access to **myCigna.com**, go to **Cigna.com**[®] > Find a Doctor > Employer or School > Additional directories > Cigna Vision Directory (Serviced by EyeMed).
3. Call the toll-free number on your Cigna ID card and talk with a Cigna customer service representative.

Have questions?

Our customer service representatives can help you find a doctor and answer any questions you might have about coverage and claims.

Call the toll-free number on your Cigna ID card to talk with a Cigna customer service representative anytime.

What's not covered

Vision plans generally do not cover the following: (a) orthoptic or vision training and any associated supplemental testing; (b) medical or surgical treatment of the eye; (c) any eye examination, or any corrective eyewear, required by an employer as a condition of employment; (d) any injury or illness when paid or payable by workers' compensation or similar law or which is work related; (e) charges in excess of the usual and customary charge for the service or materials; (f) charges incurred after the policy ends or the insured's coverage under the policy ends, except as stated in the policy; (g) experimental or nonconventional treatment or device; (h) magnification or low-vision aids not shown as covered in the Schedule of Vision Coverage; (i) any nonprescription (minimum Rx required) eyeglasses, includes frame, lenses or contact lenses; (j) spectacle lens treatments, "add-ons" or lens coatings not shown as covered in the Schedule of Vision Coverage; (k) prescription sunglasses, "add-ons" or lens coatings not shown as covered in the Schedule of Vision Coverage; (l) two pair of glasses in lieu of bifocals or trifocals; (m) safety glasses or lenses required for employment not shown as covered in the Schedule of Vision Coverage; (n) VDT (video display terminal)/computer eyeglass benefit; and (o) claims submitted and received in excess of twelve (12) months from the original date of service. These are only the highlights, and a complete list of exclusions and limitations is set forth in the applicable plan documents. Plan frequency limitations, allowances, copays and options may apply and will vary depending on the terms of your specific vision plan.

* 20/20 Onsite. "Children's Eye Health: 5 Powerful Eye Statistics Every Parent Should See". March 24, 2021.
<https://www.2020onsite.com/blog/childrens-eye-health-5-powerful-eye-statistics-every-parent-should-see>.

** NetMinder. April 1, 2020. The Ignition Group makes no warranty regarding the performance of the data and the results that will be obtained by using it.

Product availability may vary by location and plan type and is subject to change. All group vision insurance policies and vision benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your enrollment materials. The eye care professionals and facilities that participate in the Cigna Vision network are independent practitioners solely responsible for the treatment and services provided to their patients. Eye care professionals are not agents of Cigna.

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KEEP YOUR EYES PEELED FOR VALUABLE COVERAGE AND SAVINGS.

Make the most of your Cigna Vision plan
now provided through EyeMed

With your Cigna Vision plan, you and your covered family members have convenient access to quality vision care, including coverage for routine eye exams and, in many cases, glasses and/or contact lenses. We're here to help you make the most of it all.

Get your routine eye exam.

Your routine eye exam is one of the easiest ways to help catch health issues – such as glaucoma, cataracts and age-related macular degeneration – before they become more serious and costly.

Quick tip: It's important to get your eyes dilated during your exam. This can help spot certain eye diseases, including the early stages of diabetes.



Cigna offers one of the largest specialty networks of optometrists, ophthalmologists and nationally recognized eye care retailers.**

Schedule your children's eye exams too.

Children may get a vision test at school or at their pediatrician's office, but these exams might not catch a serious eye disorder. That's why it's important to have your child visit an eye doctor, such as an optometrist or ophthalmologist. These specialists can help check your child's vision and eye health.

Did you know? One in four children has a vision problem that can affect their learning.*

Stay in-network.

You'll save the most money if you pick an eye doctor from Cigna Vision's large network. And you'll have lots of choices.

Keep in mind: If you choose a doctor who's not in the network, you'll have to pay the total amount due at your appointment. To get reimbursed, you'll need to submit a Cigna Vision claim form with an itemized receipt. You can find the claim form on [myCigna.com](https://mycigna.com)® on the "Forms Center" page. The whole amount may not be covered. You're responsible for paying any charges not covered under your plan.

The Cigna Vision EyeMed network vision providers are now available to the City of Richmond employee's enrolled in the Cigna Vision plan in 2024.