

Frequently Asked Questions

How can I contact a Member Service representative?

You may call 1-800-999-5431.

How can I find a Davis Vision provider?

Just register and log in to our secured Member Portal and use our “Find a Provider” tool. You will be able to search for providers based on ZIP code, city, state, county, provider name or business name.

What if my provider is not in the Davis Vision network?

You may contact Member Services to recommend a provider be added to our network; a Customer Service Representative will complete a provider nomination request form on your behalf. Davis vision will make every effort to include your provider in our network, however all nominations are subject to credentialing and geographic review.

Do I need a claim form?

If you are visiting a network provider, there is no need for a claim form. Just make your appointment, and your provider will verify your eligibility and benefits and handle the rest. If your vision benefit includes an “out-of-network benefit” and you visit an out-of-network provider, you will be responsible to pay the provider’s charges at the time of service. You can then download a claim form by logging in to our Member Portal. Follow the instructions for completing and submitting the form for reimbursement.

How can I verify that I have been enrolled for vision coverage?

Log in to our Member Portal and click on the “Check Eligibility” link. Enter your date of birth to see your enrollment confirmation, benefits and eligibility information.

How do I find out what my benefits are?

Log in to our Member Portal and click on the “Check Eligibility” link. Enter your date of birth to see your benefits and eligibility information, or to print out your enrollment confirmation. You may also review your benefit information by clicking on the “Forms” section.

Do you have language translation services?

Yes. Our Member Service Department offers foreign translation in over 170 different languages through AT&T’s Language Line. Simply contact a Member Service Representative at 1-800-999-5431 and ask for translation assistance. Our Member Portal is also available in Spanish.

I broke my glasses. What can I do?

All Davis Vision eyeglasses are covered by a one-year breakage warranty: If your glasses were manufactured by our Davis Vision labs, they are covered by our one-year unlimited breakage warranty. This means that it doesn’t matter how your glasses broke, we will repair or replace

them at no charge. (Eyeglasses manufactured by non-Davis Vision labs are covered by a one-year breakage warranty under the terms of normal wear.)

How can I view the frames in Davis Vision’s Collection?

Davis Vision offers a great selection of fashionable frames. You can view Collection frames by logging in to the Member Portal and selecting the “Personal Frame Collection” from the menu.

I’m thinking about laser vision surgery. Where can I learn more?

To learn more about your laser vision benefits (if applicable), providers and receiving laser vision services, log in to the Member Portal and select “Laser Vision Correction.”