

## **DC Government Vision Plan Administered by Quality Plan Administrators**

### **Eligibility**

A DC Government non-union and union employee who is hired on or after October 1, 1987 and who is eligible for the DC employees' health benefit program. Employees can verify eligibility with the DC Human Resources department.

### **Dependent Eligibility**

Dependents should be added through the DC Human Resources department. An eligible dependent must be one of the following:

An eligible employee's spouse, domestic partner, or dependent child up to the age of 26.

### **Vision Providers**

QPA has a growing provider network of Optometrists and Ophthalmologists throughout the Washington D.C., metropolitan area. The provider list can be viewed on our website [www.qualityplanadmin.com](http://www.qualityplanadmin.com) or it can be requested by calling 202-722-2744. Your vision services can be obtained by calling one of our providers, give your name and date of birth, in turn the provider will call QPA to verify eligibility. At the time of your visit to the provider's office you must present a valid picture ID and social security number or employee number.

Employee/Dependent does not have to go to the same provider for services every year. If an employee/dependent is dissatisfied with services at a provider's office and the issue is not resolved in office, QPA will resolve the problem and change providers for the member if it is necessary.

### **Grievance Process**

Grievances may be made over the phone and followed with written documentation. All complaints shall be resolved within 30 days of receipt of the complaint.

### **Optical Visit**

At the optical visit the provider will ask for the Vision ID Card, a valid picture ID, and Social Security number. The provider will then call our office to verify eligibility. Vision ID cards are mailed out within 14 calendar days of enrollment.



### **Vision Plan Benefits**

Each eligible employee and dependent is entitled to the following benefits:

- One complete eye examination in any consecutive 12-month period
- One pair of standard lenses (including contact lenses) in any consecutive 12-month period. Covered standard lenses include Single Vision, Bifocal, Trifocal, Lenticular, and Progressive Lenses.
- Two boxes of disposable standard contact lenses in any consecutive 12-month period in lieu of glasses.
- One frame in any consecutive 12-month period. If choosing outside of the free frame selection the charge will be the retail price less a 40% discount.
- See attached fee schedule for co-pays from the participant.

### **Reimbursements**

Members have the option of going to an in network or out of network provider. If an employee or dependent chooses an out of network provider QPA reimburses the employee the Vision Plan benefit. Reimbursement claims must be submitted with itemized receipts within 180 days from the date of service for payment. The reimbursement Claim Form is available on our website [www.qualityplanadmin.com](http://www.qualityplanadmin.com).

The Vision Plan Booklet, Provider List, and Reimbursement Claim Forms are all available on our website. We are available 24 hours a day 7 days a week.

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