

D.C. Government Vision Care Services Plan Administered by Quality Plan Administrators

Employee Eligibility

A District Government non-union or union employee who is hired on or after October 1, 1987 and who is eligible for the District's Employee Health Benefit Program may enroll in the Plan. District employees can verify their eligibility by contacting the D.C. Government Human Resources department.

Dependent Eligibility

Dependents of eligible employees can be any of the following:

- Employee's spouse or domestic partner
- Employee's legal dependent under the age of 26

The D.C. Government Human Resources department provides the resources for District employees to register their dependent(s) in the Plan.

Vision Providers

QPA has a large provider network of Optometrists and Ophthalmologists throughout the Washington D.C. metropolitan area. The provider list can be viewed on QPA's website at www.qualityplanadmin.com or it can be requested by calling 202-722-2744.

Obtaining Vision Care Services

Plan members can obtain vision care services by contacting or visiting a network provider. The provider will contact QPA to obtain authorization for services based on the member's name and date of birth. Providers require that members present a valid picture ID and may also require proof of Plan enrollment, ie. Plan ID Card, social security or employee ID number. Vision ID cards are mailed out within 14 calendar days of enrollment.

A Plan member/dependent can change providers at will and can choose to receive different types of services from different providers.

Grievance Process

An employee/dependent who is dissatisfied with services at a provider's office may file a complaint with QPA if the issue is not resolved by the provider. QPA will attempt to resolve the problem and change providers for the member if it is necessary. All complaints shall be resolved within 30 days of receipt of the complaint. Further action by the member can be taken by filing a grievance with QPA using forms available on its website.

Grievances may be made over the phone and followed with written documentation.



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 (inclusive of 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 instead 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.
 - The fee schedule found in the Vision Plan Booklet lists all member co-pays.
- * (glasses comprise one frame and one pair of lenses exclusive of contact lenses)

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 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 QPA's website: www.qualityplanadmin.com.

Vision Plan Resources

The Vision Plan Booklet, Provider List, Complaint and Grievance Forms, other important links, and this Plan Summary are all available on QPA's website which is available 24 hours a day 7 days a week.

Quality Plan Administrators, Inc.
7824 Eastern Avenue, NW Suite 100
Washington, DC 20012
Phone: 202-722-2744
Fax: 202-291-5703
Website: www.qualityplanadmin.com
Email: cs@qpatpa.com

