

# Vision Provider FAQ

## What does Unum Vision<sup>SM</sup> and Colonial Life vision mean for my practice?

It could mean more patients visiting you! Unum Group insuring subsidiaries provide voluntary benefits to more than 62,000 employer groups and 17 million group members in the US through Unum Vision, Colonial Life, AlwaysCare and Starmount. New Unum Vision and Colonial Life vision members are encouraged to visit in-network providers, which may drive more members to your office.

## How will members refer to the network?

Members may call and ask if you accept **Unum Vision, Colonial Life vision, AlwaysCare or Starmount vision**. Although the names are different, all four programs are owned by Unum Group and use the First Look/AlwaysCare network. You can ask the member what network name is listed on their ID card for confirmation. The network name will read "First Look/AlwaysCare" on all vision cards.

## How do I file claims?

Claims may still be filed any of these five ways:


1. **Online:** AlwaysAssist.com
2. **Email:** Claims@AlwaysCareBenefits.com
3. **Fax:** (855) 400-9307
4. **Mail:**  
Attn: Vision Claims  
P.O. Box 14389  
Baton Rouge, LA 70898-4389
5. **Electronically:** Payor ID: ATR01

## How do I obtain benefits and eligibility?

You can still obtain benefits and eligibility the same way through the AlwaysAssist.com provider portal. You can also call our Customer Service team at (888) 816-2020.

*(Continued on next page)*


## What will the Vision ID cards look like?



**John Doe**

Member No: <b>1234321</b>	Cov. Code: VS
Group: Sample Group	Plan: V129
Eff. Date: 02/01/2017	Payor ID: ATR01
Network/PPO: <b>First Look / AlwaysCare</b>	


Underwritten by: Starmount Life Insurance Company  
Administered by: Starmount Life Insurance Company



**John Doe**

Member Claims No: <b>1234321</b>	Cov. Code: VS
Policy No: 123456	Plan: V129
Eff. Date: 02/01/2018	Payor ID: ATR01
Network/PPO: <b>First Look / AlwaysCare</b>	

Underwritten by: Colonial Life & Accident Insurance Company



**John Doe**

Member No: 123456789
Effective Date: 02/01/2017
Network: First Look / AlwaysCare
Plan: V129

**Underwritten by: Starmount Life Insurance Company**  
**Administered by: Starmount Life Insurance Company**



**John Doe**

Member No: <b>1234321</b>	Cov. Code: VS
Group: Sample Group	Plan: V129
Eff. Date: 02/01/2017	Payor ID: ATR01
Network/PPO: <b>First Look / AlwaysCare</b>	

Underwritten by: Starmount Life Insurance Company  
Administered by: AlwaysCare Benefits Inc.

## **Is my contract or reimbursement changing?**

No changes are being made to your contract. You will be reimbursed according to your contracted reimbursement schedule. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility. The Member Responsibility Calculator on our provider portal is also available for use for Value Added providers.

## **Who can I call if I have a question?**

You can continue to call our Customer Service team at (888) 816-2020 Monday through Friday, from 8:00 a.m. to 8:00 p.m. (ET), and Saturdays from 10:00 a.m. to 4:00 p.m. (ET). Our Customer Service team is capable of handling most provider-related inquiries on the first call. If further support is needed, they will reach out to a Provider Relations Specialist to assist.

## **Will Unum Vision and Colonial Life vision plans be different?**

The Unum Vision and Colonial Life vision plans are similar to each other, and to other plans you are already familiar with. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility. The Member Responsibility Calculator on our provider portal at [AlwaysAssist.com](http://AlwaysAssist.com) is also available for use for Value Added providers.

## **When will I begin to see Unum Vision and Colonial Life vision members?**

Our membership has grown significantly over the last few months, and we are currently enrolling more Unum Vision and Colonial Life vision members in your area and nationwide. Our members receive information about our network providers when they enroll, and can seek you out in our online and mobile directories at any time, so you may see new members coming into your office at any time.

## **I'm not a participating provider in the First Look/AlwaysCare vision network. How can I join?**

Our network is open, and we are actively recruiting to expand the network to meet future membership needs. All providers must be credentialed and approved prior to being added to the network. If you would like to learn more about our network, please email us at [NetworkRecruiting@AlwaysCareBenefits.com](mailto:NetworkRecruiting@AlwaysCareBenefits.com).

Insurance products are underwritten by the subsidiaries of Unum Group.

[unum.com](http://unum.com)

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