Welcome to EyeMed!

When you have questions about your EyeMed vision care plan, we know you need answers fast! So, in addition to the ongoing, day-to-day service you receive from your EyeMed account manager, below are other ways to logon, call or email us!

Customer Care Center

Locate in-network providers, listen to member benefit information, speak to a customer service representative, etc.

Contact us at 1-866-800-5457

Monday – Saturday	Sunday
7:30 am - 11:00 pm EST	11:00 am - 8:00 pm EST

Membership Eligibility

Make real-time membership updates (adds, terms, changes) via our Online Group Management System @ eyemed.com under the Benefit Administrator section.

The most secure way to send your eligibility files is through SFTP. If you need to email your eligibility file, please send a strong password protected zipped file to the address below. Be sure to send the password in a separate email.

eyemedmembers@eyemed.com

Claim Submission

To receive reimbursement for services performed at a non-network provider, forms are available on the eyemed.com website. Please mail the completed form and a copy of the paid itemized receipt to:

EyeMed Vision Care
Attn: OON Processing
PO Box 8504
Mason, Ohio 45040

Operations Support

If you have questions specifically about your billing & invoices, you can email our operations team at:
smb_operations@eyemed.com

EyeMed Website

Client/Member Website: eyemed.com
Secured for enrolled members/clients.

Members can quickly: Locate providers; View benefits; Print ID cards; View claim history

Benefit Administrators can quickly: View & Download invoices & rosters; Print ID cards

Remittance Information

You can pay your invoice by credit card on the EyeMed Client portal. You must have a valid Client login for the portal to proceed.

Checks & Remittance information can be sent to:
Fidelity Security Life Insurance Company (FSL)
PO Box 632530
Cincinnati, OH 45263-2530

Electronic Payments can be wired to:

Bank: 5/3 Bank	Bank Acct#: 73027044
ACH: 042000314	Wire: 042000314
TIN: 43-0949844	

If paying electronically, please send remittance back-up to the FSL address listed above.

For more on how to use your benefit, Check out
discovereyemed.com/roadmap

The biggest network and the most choice. Because more is more.