

Important Reminder for Vidacare Members - Members are entitled to a biennial eye examination, including dilation as professionally indicated, frame and lenses. Members may receive more frequent services for examinations and eyeglasses due to prescription change. Request for more frequent services will require a prior approval form faxed to 1.800.584.2329.

Repair and Replacement

Eyeglasses must be repaired when the repair or replacement of eyeglass parts is required due to defects in quality of materials or workmanship. Replacement parts should duplicate the original prescription and frame style. Repairs to frames may be rendered as necessary.

Replacement of a Complete Pair of Eyeglasses

The complete replacement of lost or destroyed eyeglasses should duplicate the original prescription and frames. An explanation of the circumstances surrounding replacement of the complete pair of eyeglasses must be maintained in the enrollee's record.