Benefits & Wellness
Office of Human Resources

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EyeMed Vision Insurance: Frequently Asked Questions

Q. How do I know if I have vision coverage?
A. You can view your employee benefits statement on the WSU Pipeline (http://pipeline.wayne.edu). Once you are logged on click the "Employee" tab, under "Employee Self-Service" click on "Benefits and Deduction", click on "Benefit Statement", then click on the "Select" button.

Q. Will I automatically be provided with vision coverage?
A. Eligible employees and their family members currently enrolled in a WSU medical plan will automatically receive vision coverage through EyeMed.

Q. What coverages are provided by the program?
A. A detailed summary on the vision program coverage is posted on the HR website at www.hr.wayne.edu/tcw.

Q. Why is the coverage only being provided to medical plan participants?
A. The new vision coverage is an enhancement to the limited vision benefits provided through the medical plans, and is therefore being provided to current medical plan participants.

Q. Will I receive a separate ID card for the vision coverage?
A. Yes, two ID cards are issued in the employee's name. Your group number and name will be displayed on your card.

Q. What is my member ID number?
A. Your EyeMed vision coverage ID number is your 9-digit Wayne State University employee ID number (or Banner ID number). It is displayed on your paycheck stub in the upper left corner (Ident. No.) or on your One Card next to your photo.

Q. How do I use my vision benefits?
A: To access your EyeMed benefit:
1. Locate a Provider (www.eyemedvisioncare.com)
   A complete listing of provider locations can be accessed through the EyeMed website at www.eyemedvisioncare.com; or by calling 1-866-723-0514. (Choose "Select" as the network option)
2. Schedule an appointment. At the time of the appointment, please mention that you are an EyeMed member.
3. At your appointment, pay co-payments and any out-of-pocket expenses to the provider at the time of service.
4. The EyeMed provider will take care of the rest!

Q. How can I contact EyeMed?
A. You can reach EyeMed's customer service department at 1-866-723-0514.

Q. I am an employee in an eligible e-class that is receiving cash-in-lieu and not enrolled in a medical plan. Will I receive vision coverage?
A. No, you will not automatically receive vision coverage, but will have the opportunity to enroll as a voluntary benefit during open enrollment.

Q. If I enroll in the plan on a voluntary basis, how long do I need to remain in the plan?
A. If you enroll in the plan on a voluntary basis, you cannot cancel for a 12 month period from your enrollment date.

Q. What is the cost for the vision coverage if elected on a voluntary basis?
A. The cost of the program is very reasonable and rates are provided on the HR website.

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