

# ***HEALTH BENEFITS E-NEWS***

*Department of Human Resource  
Management  
Office of Health Benefits*

*June 18, 2020*

## **An Update on Vision Benefits**

During the COVID-19 outbreak, the COVA Care, COVA HDHP and COVA HealthAware plans are offering these interim features to help accommodate members experiencing difficulty receiving vision services.

***The following services are available for those members with the Expanded Vision benefit. Since these are interim features, they are subject to change. No expiration date has been determined.***

- [1800Contacts.com](https://1800Contacts.com) is offering an express online vision test in order for members to receive a prescription to purchase contacts.
  - Can't get to your doctor? You can renew a recently expired prescription from home. Many people need to renew their prescription to order contacts but can't because their eye care providers are closed. ExpressExam lets you take a 10-minute online vision exam and get a renewed contact lens prescription (from a board-certified eye doctor) often within a few hours. This service is available in the 31 states that allow telemedicine for vision care. Go to [1800Contacts.com](https://1800Contacts.com) and select *Renew my prescription from home*.
- Emergency eyewear replacement
  - If you are unable to reach your provider and you need glasses or contacts in the event of an emergency, COVA Care and COVA HDHP members can contact Anthem Customer Service at 800-552-2682 or COVA HealthAware members can contact the Aetna Customer Care Center at 877-973-3238. Members may be eligible to receive an emergency pair of replacement Adlens Adjustable Glasses (subject to availability). These temporary, emergency glasses can be adjusted to switch focus for reading, computer and distance.

## **Employee Assistance Program (EAP)**

Online EAP resources for wage and waived employees have been extended until September 30, 2020. For more information, see the [Health Benefits E-News](#) for May 26, 2020.

## **COVA Care and COVA HDHP Members**

The plan name on the Anthem member website portal is displaying as KeyCare PPO instead of COVA Care or COVA HDHP. Members may disregard. The plan name should be corrected on July 1, 2020.

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***