

COVID-19 frequently asked questions



Q Can I still use my vision benefit?

A Yes. While these are uncertain times for all of us, we want to assure you that we are closely monitoring the spread of the virus, adhering to the guidance of The Centers for Disease Control and Prevention, and state and local governments, and taking extra precautions to maintain a safe and healthy work environment for our associates while we continue to serve you.

In keeping with CDC recommendations, many retail and small businesses have limited hours of operations or in some cases have temporarily closed. We recommend you follow CDC guidelines regarding routine eye exams.

For members who require replacement glasses or contact lenses, there are several in-network online options. [Glasses.com](#) and [1-800 Contacts](#) offer members an in-network solution that is convenient, seamless, and allows them to follow the recommended social distancing guidelines.

Q Will provider offices be closed?

A In keeping with CDC recommendations, many retail and small businesses have limited hours of operations or in some cases have temporarily closed. We recommend you follow CDC guidelines regarding routine eye exams.

Q Can I order eyewear online?

A Yes, and we encourage you to do so. [Glasses.com](#) and [1-800 Contacts](#) offer members an in-network solution that is convenient, seamless, and allows you to follow the recommended social distancing guidelines.

Q What if I have an eyewear emergency?

A If you have lost, damaged or broken your glasses, please contact our customer service department and we will assist in helping you replace your eyewear. We want this to be the least of your worries.

Q What if I ordered glasses/contacts and my provider office is closed?

A Please contact our customer service team and we will assist in helping you get the eyewear you need.

Q Can I visit an out-of-network eye care professional?

A You are encouraged to use an in-network eye care professional which includes [Glasses.com](#) and [1-800 Contacts](#). Contact customer service for help finding an in-network eye care professional near you. Please be sure to call the eye care professional before you seek care to ensure that the office is open and able to see patients.

If an in-network provider is not available, please contact our customer service team and we will assist in arranging services.

Q How can I access customer service?

A Our call center operations remains open to provide service and expect no interruptions to our service as a result of COVID-19 at this time.

Members can access the online portal at bcbsla.com/login or call [1-800-247-9368](tel:1-800-247-9368).

