

# Integration Questions and Answers

## **Clients**

- **Will the vision care network of providers change, and if so, when can my members have access to a new panel?**

The integration of Cole and EyeMed will bring many new opportunities to current clients, such as new plan and panel options. These options will be available upon renewal, and your account representative will provide you with details. Providing service excellence is our priority, and we think you will be happy with the options your account representative presents to your organization. This includes the option to access a new panel of providers, with over 16,000 locations, that will include key retailers such as LensCrafters, Pearle Vision, Sears Optical and Target Optical.

- **Will the benefit design change, and if so, how will this affect me today?**

Your benefit design and provider panel will not change under your contract or policy in place today. Due to the integration, new plans and provider options will be available to your organization upon renewal. Your account representative will present enhancement opportunities once they are available. At that time, you can determine if you want to remain with your current plan or explore new options that may result in a mid-term contract change.

- **How will the administration of my plan change as a result of the acquisition?**

The goal throughout the integration is to maximize synergies so new, innovative solutions can be offered to clients and members that make it easier to do business with us. Any administrative changes clients may experience are highly positive and will be presented by your account representative. The administration of operations going forward will be handled out of the EyeMed corporate office in Mason, Ohio. Operations will be fully integrated by the end of Q3 2005.

- **Who will be my service contact?**

Providing service excellence is our passion. To demonstrate this, the majority of the service structure from both the EyeMed and Cole organization remains intact. At this point of the integration, any clients that would experience a change in service representative have been contacted.

- **What do I do upon renewal? Does my renewal date change?**

The renewal process does not change, and your renewal date remains the same. Your account representative will contact you prior to renewal to discuss options or enhancements to your plan as they become available.

- **How are you planning to effectively service my group during this time of transition?**

Our number one priority during the integration process is providing service excellence to all of our existing clients and members. This is demonstrated by the decision to keep the Cole account service structure intact so clients and members continue to receive exceptional customer service. This also helps ensure client to account representative ratios remain on target and each representative can effectively service all of his or her clients. We anticipate the integration will provide many new opportunities to better service clients and offer new solutions that members and clients will appreciate.

## **M e m b e r s**

- **How will the integration impact me as a member?**

As an EyeMed member today, you will see no immediate impact. Our organization will continue to operate as usual; we don't anticipate any impact to our current clients and members. If new options become available, they will be presented to your benefits department. EyeMed will always continue to provide our members with a program that offers choice, quality, and value combined with absolute service excellence and a highly diverse panel providing access to both independent providers and optical retailers.

For Cole members, the impact is minimal. Cole members should follow all processes in place today. The only changes Cole members may experience will be the look of materials (i.e. ID cards, enrollment materials, etc.). Many enhancements will become available to Cole members as well including a more detailed provider locator through the web and access to our innovative IVR system, **WiseEyes**<sup>sm</sup>, to quickly locate providers, request ID cards or hear benefits.

- **Will I have access to new providers?**

Any enhancements to our products and panel will be presented to your benefits department as they become available. The result of the integration of EyeMed and Cole provides your organization with the opportunity to access providers, such as LensCrafters, Pearle Vision, Sears Optical and Target Optical, depending on your panel today.

- **Will the website change and what call center number should I use?**

At the present time, all clients and members should continue to use the website and phone numbers in place today. Any changes or enhancements will be presented upon renewal to your benefits department.

## ***Brokers***

- **How do I receive a quote and should I be selling both EyeMed and Cole?**

Going forward, only the EyeMed brand and products will exist for all new business opportunities. If you need any information regarding the new EyeMed plans and panel or would like a quote, please contact your sales representative or call 888-4-EYEMED.

- **How will this integration affect your business operations?**

Synergies from both the EyeMed and Cole organization will be maximized creating a new “Better Together” organization. All operational functions will be integrated into the EyeMed organization this year. The integration will provide many current clients with new administrative enhancements, and the new EyeMed products and panel will offer extreme choice and value combined with continued service excellence.

- **What is the composition of the panel?**

The new panel going forward available to current clients upon renewal and all new clients is one of the best in the industry. The new EyeMed panel provides members with access to over 30,000 private practice and optical retailers including key optical retailers such as LensCrafters, Pearle Vision, Sears Optical and Target Optical. For more information regarding our products and panel, contact your sales representative or call 888-4-EYEMED.