

## **Latest Information about the Updated Vision Component of your Excess Major Medical Plan: Effective 1/1/2016**

Our policy number is: XGNY1044

ShelterPoint Life, formerly First Rehab Life, has partnered with NVA (National Vision Administrators, L.L.C.), one of the largest national Vision benefit administrators.

As with our current plan, you may continue to select any vision care provider. However, you may obtain additional savings by utilizing the **optional** NVA Network. All providers other than those who are participating in the **optional** NVA network will be treated as out-of-network. In the past, many WHEA members have used Davis Vision Works. Although you may still select Davis Vision Works as your care provider, **Davis Vision Works will be considered an out-of-network provider.** However, if you visit [www.e-nva.com](http://www.e-nva.com) there are many providers available.

Although our rates and policy number have stayed the same, below are some changes:

- New participation optional provider network for policy holders
- Dedicated toll-free member services telephone number: 877-241-7124
- Dedicated TDD line (for people with hearing difficulties): 888-820-2990
- Member portal web address: [www.e-nva.com](http://www.e-nva.com)
- NVA does not require ID cards, however members may print them through the web portal after you register
- Enhanced web functionality, including:
  - Submit claims online
  - Benefit Maximizer: view eye care professional's frame inventory
  - Smart Buyer's Guide to Frames/Lenses- find frames/lenses according to face shape, skin tone, eye and hair color etc.
  - Provide locator tool: (also available via phone)
- Claim form and EOB (Explanation of Benefits)
- Claim submission address\* (see below)

New claims mailing address for all Vision clients who need to submit claim for reimbursement:

**NVA  
Attn: ShelterPoint  
P.O. Box 2187  
Clifton, NJ 07015**

**Or submit claims online at:  
[www.e-nva.com](http://www.e-nva.com)**

Claim forms can be downloaded from [www.shelterpoint.com](http://www.shelterpoint.com) or [www.e-nva.com](http://www.e-nva.com)

In order to find a vision care provider, go to [www.e-nva.com](http://www.e-nva.com).

The screenshot shows the NVA website home page. At the top left is the NVA logo (National Vision Administrators, L.L.C.). To the right is a login section with fields for 'User Name' and 'Password', and a 'Sign In' button. A box with the text '1) Click on "Find Provider"' has an arrow pointing to the 'Find Provider' link in the top navigation menu. Below the navigation menu is a large banner image of a couple looking at the Grand Canyon, with the text 'Get a better view ...into your vision benefit'. A green callout box on the left of the banner says 'NVA members save \$800 on LASIK at LasikPlus. Hurry! Limited Time. Click here for details'. At the bottom of the page is a footer with links for Home, About NVA, Contact Us, Privacy, Terms of Use, Sitemap, and Help, along with a copyright notice for 2015.

The screenshot shows the 'Find Provider' page on the NVA website. The page has a header with the NVA logo and the slogan 'Get a better view.' with an image of glasses. Below the header is a navigation menu with 'Find Provider' highlighted. The main content area has a breadcrumb trail 'Home > Subscribers > Find Provider' and a 'Find Provider' heading. There are two search methods: 'Search by ZIP Code' and 'Search by State'. The 'Search by ZIP Code' section has a text input for 'Group/Sponsor Number', a dropdown menu for 'Group/Sponsor', a 'ZIP Code' input, and a 'Within 1 mile' radius dropdown. A box with the text '2) Click on drop down menu and select "ShelterPoint"' has an arrow pointing to the 'Group/Sponsor' dropdown. Below this is a 'Find Provider' button. The 'Search by State' section has a 'Group/Sponsor Number' input, a 'State' dropdown, a 'City' input, and a 'Name' input. A box with the text '3) Enter your zip code, choose a distance of at least "Within 10 miles" from the drop down menu and click "Find Provider"' has arrows pointing to the 'ZIP Code' input and the 'Within 1 mile' dropdown. At the bottom left is a '<< Back' link.

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**If you have any questions, you may contact me at the (516) 428-4093 or via e-mail at [WHEAdentalexcess@gmail.com](mailto:WHEAdentalexcess@gmail.com).**