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## Member News

### **Assistance for Members Impacted Due to a State of Emergency** *(For policies underwritten by Gerber Life Insurance Company)*

MESVision is taking steps to help our members who are impacted by a state of emergency to ensure your vision care needs continue to be met.

If you live in the impacted areas and have been affected, here's what you should know:

**Relax time limits for prior authorization, precertification, or referrals** – Requests for medically necessary contact lenses are expedited to provide a response within three (3) business days of receipt.

**Filing deadline for claims** – We will extend the filing deadline an additional six (6) months – for a total of eighteen (18) months – from the date of service for all claims from enrollees or participating providers in designated state of emergency disaster areas through the end date of the disaster period.

**Replacement of lost or broken eyewear, patient eligibility** – We will grant early eligibility for services for enrollees in designated state of emergency disaster areas allowing you to get exams and/or eyewear before the regularly scheduled eligibility dates through the end date of the disaster period.

**Network access** – We will allow you to use a non-network provider if a network provider is unavailable due to the state of emergency, or if you are out of the area due to displacement.

**Communication** – Our Customer Service Department has been trained to assist you with your vision care needs if you are impacted by a designated state of emergency.

If you have questions or need additional information, please call our Customer Service Department at **(800) 877-6372** or TTY/TDD: **(877) 735-2929**.