



**State of Delaware Vision Plan - EyeMed  
Frequently Asked Questions (FAQs)**  
For more information visit [de.gov/statewidebenefits](https://de.gov/statewidebenefits)

**Is my enrollment in EyeMed a binding election for the plan year?**

Coverage may be changed during the plan year due to a qualifying event that warrants the change.

**I am a new EyeMed member. How can I obtain an ID card?**

Your new card will be mailed within 10 business days after EyeMed receives your enrollment information from the State of Delaware. Members can also register on EyeMed's member website to download a virtual card or print a paper ID card.

**What is the name of my EyeMed Network?**

The EyeMed network for State of Delaware members is **Insight**.

**Do I need my EyeMed ID card to obtain services?**

No. If you don't have a card, providers that participate in EyeMed's Insight Network are able to verify the plan details and vision coverage for the State's vision plan members. Simply let the provider office know that you are an EyeMed Insight member.

**What benefits are available if I choose to see an out-of-network provider?**

If you see an out-of-network provider, you will pay in full at the time of your visit and will be reimbursed according to the State of Delaware out-of-network allowance schedule. You will need to submit the Out-of-Network claim form with receipts.

**Do I need to use my benefits for eyeglasses or contacts at the same time I receive my exam?**

No. Your exam and eyewear (eyeglasses or contacts) are viewed as separate benefits and can be utilized at separate intervals.

