EyeMed Single Sign-On
Frequently Asked Questions

Q 1. What employees are able to access their EyeMed member portal via the Single Sign-On access (SSO)?
A 1. State of Delaware employees enrolled as the subscriber (contract holder) can access their EyeMed benefit information via Employee Self-Service (ESS). Employees enrolled in a non-State of Delaware EyeMed vision plan (i.e. a school district vision benefit) will not be able to use this single sign-on option to access their EyeMed account.

Q 2. Should I use the Internet Explorer browser to access my EyeMed member portal via Single Sign-On?
A 2. No. Google Chrome is the recommended browser.

Q 3. I am a member but not the contract holder. How can I access my EyeMed account information?
A 3. Members who are enrolled as a spouse or adult dependent of the subscriber may access their EyeMed account information by accessing the SBO website > selecting your group > click the EyeMed tile > select “Access my Account Online” and follow the steps for registering. All State of Delaware registered members may also obtain benefit information via the EyeMed mobile app. Click here to download the mobile app.

Q 4. Why is this added service being provided to the State’s employees?
A 4. To make the process of managing your benefits as easy as possible.

Q 5. Do I need to be registered with EyeMed in order to view my benefits via SSO?
A 5. No. When you sign in via SSO you will be able to access your EyeMed member benefit page whether or not you have previously registered for EyeMed’s member portal access.

Q 6. I’m an active employee and State of Delaware EyeMed subscriber, what do I need to do to access my EyeMed member benefit page via Single Sign-On?
A 6. Once you log into your Employee Self-Service account, it’s as easy as 1, 2, 3:
   1. Select “Benefits”
   2. Select “Benefits Website”

Q 7. What will I be able to view with this EyeMed access?
A 7. You’ll have 24/7 access to the following:
   • View your benefit details
   • Confirm eligibility
   • Print replacement ID cards
   • Locate a provider
   • Schedule appointments online
   • Get special offers
   • Check claim status
   • View health & wellness information

Q 8. Where should I call if I have additional questions?
   Navigating through the EyeMed member portal: EyeMed Customer Service 1-855-259-0490
   All other EyeMed Single Sign-On related questions: SBO Customer Service 1-800-489-8933