



VISION AND HEARING BENEFITS

If you have a direct-billed Medex Core, Medex Sapphire, or Medex Bronze plan, here's an easy way to help cover your vision and hearing expenses, while limiting your out-of-pocket costs.

Good eyesight and hearing are so important to your quality of life, but glasses and hearing aids aren't covered by Medicare. The Medex Vision and Hearing benefit plan covers these benefits so you can more easily afford the glasses and hearing aids you need—all for one low price of \$2.45/month.



What additional vision care services benefits will I get?

With the Medex Vision and Hearing plan, you'll receive the following vision care services:

- **Routine vision exams:** Covers one routine vision exam every calendar year to determine if you need corrective lenses. Any Blue Cross and Blue Shield participating physician or optometrist, or any licensed ophthalmologist or optometrist outside of Massachusetts can perform your exam.
- **Eyeglasses or contact lenses:** Covers up to \$150 every calendar year for one set of frames and prescription lenses or contact lenses (in place of eyeglasses) from any licensed vision care supplier. This \$150 benefit payment includes costs for measurement, fitting, and adjustments.

Note: No coverage is provided for amounts more than \$150 every calendar year; non-prescription lenses; sunglasses that do not require a prescription; safety glasses; replacement of lost or broken frames or lenses; and special procedures, such as vision training and subnormal vision aids and similar procedures and devices.



What additional hearing care benefits will I get?

With the Medex Vision and Hearing plan, you'll get the following routine hearing care services:

- **Routine hearing exams:** Reimbursement for one routine hearing exam every two calendar years, when the exam is furnished by a Blue Cross and Blue Shield participating physician or audiologist, or any licensed physician outside of Massachusetts.
- **Hearing aids:** Reimbursement for up to \$200 every two calendar years for one hearing aid (or one set of binaural hearing aids) from a licensed hearing aid dealer. This \$200 benefit payment includes costs for: dispensing fees, acquisition costs, batteries, and hearing aid repairs.

Note: No coverage is provided for costs to replace lost hearing aids, unless you have gone more than two calendar years without receiving a hearing aid benefit.

Is it easy to get reimbursed for vision and hearing care services?

Yes. At the time you buy your glasses, contacts, or hearing aid(s), or at a later date, the provider may ask you to pay all charges. If this happens, you will need to file a claim with Blue Cross Blue Shield of Massachusetts for repayment of these covered services. Simply complete a Medex Subscriber Claim Form and send it with your original itemized bill(s). If you need a claim form or would like help completing your form, call Member Service at **1-800-258-2226**, TTY: **711**, Monday through Friday, 8:00 a.m. to 5:00 p.m. ET.

How much does the Medex Vision and Hearing plan cost?

Effective January 1, 2020 to December 31, 2020, the additional benefit coverage cost is \$2.45 per month. This amount will be added to your direct-billed Medex premium.

How do I apply?



The easiest way to enroll is by phone.

Phone: **1-800-678-2265**, TTY: **711**

Monday–Friday | 8 a.m.– 5 p.m.



To enroll by mail, please complete the application for Direct-Billed Medex and return it to:

Direct Sales

Blue Cross Blue Shield of Massachusetts

One Enterprise Drive

Quincy, MA 02171-1753

Or fax the application to **1-617-246-3633**.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al **1-800-678-2265** (TTY: **711**).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.
Ligue para **1-800-678-2265** (TTY: **711**).



MASSACHUSETTS

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