



POWERED BY

eye  
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## Your Federal Markets Solution, Powered by EyeMed

At EyeMed, we understand that every opportunity in the Federal space is unique. That's why we have a dedicated team coordinating efforts throughout the opportunity lifecycle – ranging from pre-RFP planning activities to implementation and execution. Our goal is to deliver a Federal Markets solution tailored to meet the specific proposal requirements while also complimenting your unique win themes and capture strategies.

We have deep expertise in all things vision and optical.

- Solutions to support the full scope of eye care including Routine Vision, Primary Eye and Surgical
- Provider networks customized to meet the required footprint, reimbursement level (e.g., target discounts off CMAC, Medicare FFS, etc.), mix of services and types of eye care professionals
- Standardized recruitment process ensuring key local providers near bases and facilities are in focus to limit disruption, while also expanding access through our market leading national provider network
- Material solution that supports frames, lenses and contact lenses - whether a required or value added benefit (e.g., discount)
- Experience supporting Federal Contractors throughout the procurement life-cycle – ranging from pre-RFP win theme strategy, to proposal development, to pre/post-award implementation planning and execution
- Past performance with Federal Employees Health Benefit Program and the Federal Employees Dental and Vision Program. While currently expanding into TRICARE and the Veterans Administration

**47 million**

members, including  
26.5+ million funded lives  
through strategic  
partnerships

**98%**

of EyeMed members  
use an in-network provider  
because all of our network  
solutions options have the  
right mix of both  
independent, national  
retail and regional  
retail providers.<sup>1</sup>

## Our platform is ready to support select components or the entire vision value chain.

- Self-service stakeholder portals for the member, provider and administrator to support real time data management
- Online claims adjudication through the provider portal - inclusive of lab order submission
- Access to our award-winning call center, which has been ranked among America's highest-rated call centers for 7 consecutive years<sup>3</sup>
- Compliance and reporting standards are structured around reliability, accuracy, and responsiveness
- Exceptional data security and control with a claims and administrative platform built on the power of three leading software solutions: Facets, SAP and Oracle
- Flexibility to deploy our solution or connect to your claims adjudication platform and/or partner

Among the

**15+ million**

claims we process per year, less than 1% result in grievances and appeals.

Receive approximately

**20,000**

calls per day in the Customer Care Center – 40% resolved in IVR

**99%**

first call resolution.<sup>2</sup>

## We have a proven track record for supporting our partners beginning to end.

- Dedicated implementation planning and development team supporting the technical and financial proposal teams, as well as network strategy and project implementation
- Custom reporting developed to meet Federal stakeholder reporting requirements
- Quality Programs developed to support comprehensive diabetes management and ensure that retinopathy is diagnosed and treated
- Member communication programs around appointment scheduling, diabetes management and overall wellness

**60+**

health, dental & ancillary partners, including 20+ government program partners.

**97%**

of our clients see us as a consultative partner.<sup>5</sup>

**100%**

implementation satisfaction for 9 straight years.<sup>4</sup>

There's no need for a blurry solution. As our Powered by EyeMed partner, we can help you see clear results.

To learn more, call Brian Goetsch at 941.932.3143 or Eric Allred at 941.451.9073.

<sup>1</sup>EyeMed book of business data 2016

<sup>2</sup>EyeMed incoming call analysis 2014

<sup>3</sup>Purdue University Benchmark Portal independent assessment of call centers nationwide.

<sup>4</sup>EyeMed satisfaction survey via third-party reporting, 2016

<sup>5</sup>EyeMed Client Satisfaction Survey conducted by Walker, 2016