



**GOOD EMPLOYEES
NEED GREAT VISION**



Salt Lake City, UT - Opticare of Utah is now Opticare Vision Services. New look, new name, and new products but same commitment to service and community.

In 1987 Opticare of Utah was founded as one of the first vision insurance companies in the country, with the objective to make vision care affordable and accessible to the people of Utah while providing a spectacular customer experience, not only for our members but also our brokers, our providers and our partners. As our company has grown, we have led the way in managed vision care, capitation, cost containment and in 1999 became the first managed care entity to provide refractive surgery benefits (LASIK). Since inception we've performed over 25,000 refractive surgeries and manufactured over 1.4 million lenses for Opticare members. In 2006 we began our global humanitarian efforts which have provided over \$350,000 in cash donations, 5000+ pairs of glasses and over 1000+ cataract surgeries in 7 countries spanning 4 continents. Our local community efforts with YWCA, United Way, 4th Street Clinic, Ronald McDonald House, MS Society, Prevent Blindness, Make a Wish Foundation, Stand Up To Cancer, Utah Food Bank amongst others will continue to be a focus as community efforts are core value that we embrace.

Our growth and commitments requires us to adapt. With this in mind, we are excited to announce our new name and brand, that unifies Opticare of Utah and Opticare Plus Vision under one banner - Opticare Vision Services.

This new look and logo also come with some exciting new products and technology. First, our new website is live under our new domain: www.opticarevisionservices.com. Please make sure to update your whitelist, SPAM filters or firewall systems so you can continue to receive email communication from us. This new site has enhancements to the HR/ Employer and Broker portals, easy to use provider lookup, online quote submission and new proprietary tech such as Healthy Sight, Vision Savings Calculator and Build Your Glasses tools. Next, we are very excited to announce the launch of our member app, MyOpticare, which can be downloaded free for Apple and Android devices which gives Opticare members real time access to their eligibility, plan designs, claim status as well as on-demand benefit card access.



We have new plan design enhancements, reduced co-pays, increased allowances and coverage for occupational and office/computer lenses such as BluDefense and MasterpieceHD Office. Nutraceutical programs for Macular Degeneration supplements and dry eye treatments. New on-line contact lens and eyeglass ordering platforms, in office "non-contact" exam and measurement services with a Smart Mirror device and other technology improvements insure safety in a post-COVID reality.

We will also be completing our integration with Employee Navigator this year and separate communication pieces will keep you updated. Q4 of 2020 we will launch our telemedicine platform as well as our mobile on-site services for our approved employer groups, whereby our certified Optometry and Opticianry team will come to the employer's facility for exams and eyewear services over a 1-2 day period.

We are excited about all the changes we made and look forward to an opportunity to share the details of our new offerings sometime soon. We have a new name, new logo and new offerings, however, some things are not changing, primarily our local service team of experts for enrollment meetings, benefit fairs, health expos, conferences, golf tournaments and more. Contact Aundrea Brinkman to schedule a 30 minute meeting, lunch & learn, etc. to discuss specific opportunities for pilot programs, sponsorships, partnership and new benefit platforms etc. Our team loves in-person meetings so we can bring treats or lunch for your team, however we are available via Zoom if that makes more sense.

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Sincerely,

Aaron Schubach, CEO

Opticare Vision Services

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THE VALUE OF VISION INSURANCE

Employees' eyes deserve the best care to keep them healthy year after year. With Opticare Vision, they will get a great value on their eye care and eyewear, at the time and place that fits their lifestyles and budgets. Besides creating a more competitive benefits package, Vision Insurance helps reduce out-of-pocket expenses for employees — empowering them to get the vision care they need.

65% of Americans experience some form of digital eye strain.

Early diagnosis of vision issues means treatment is most effective and may make treatment less costly. Regular vision exams can help show signs of:

- **Diabetes**
- **High blood pressure**
- **Macular degeneration**
- **Cancer**

Vision Insurance is a smart way to add value for both your business and your employees

THE VALUE FOR EMPLOYERS

- Offer a robust benefits package to attract and retain high-performing employees without incurring additional expenses
- Subsidize the rising costs of benefits through supplemental insurance
- Convenience of utilizing our enrollment solutions and customer service team to help explain benefits, locate providers, answer claim questions and more
- Reduced burden with the assistance of our Vision Insurance partners
- Value for employees
- Focus on maintaining healthy vision instead of worrying about how to cover the cost of exams and lenses



ABOUT US:

Opticare Vision Services is one of the country's largest vision insurance providers, headquartered in Salt Lake City, UT. Founded in 1987 as one of the first vision insurers in the U.S., Opticare set out to provide affordable, premium-based comprehensive vision products to employers of all sizes as well as associations and risk pools. Opticare's first client, the State of Utah employees and Public Employees Health Plan (PEHP) is still a client today. With thousands of clients in the public and private sectors, over 40,000 provider locations nationwide and members in more than 25 US states, Opticare has grown into the regional leader but still possesses the core values that the business was founded on.

Opticare's primary goal is to make eye care affordable and accessible to everyone. Opticare's close relationship with Standard Optical, the region's leading eye care chain, provides unique insights into the member experience, provider related intricacies as well as operational metrics and costs of goods data. It's this information that gives Opticare a unique and distinct advantage in plan design and delivery, pricing and fee schedule maintenance, and product-specific expertise such as BluDefense and Masterpiece HD custom lenses. As a cost-containment company in a specialty healthcare field, we offer unique programs including business analytics, various delivery channels including brick and mortar, telemedicine and mobile on-site eye care and factory direct product acquisition. Opticare offers plan designs that are richer than anything on the market but are also simple and easy to understand.



Because our model is also very provider friendly, we don't force our network Optometrists to use specific products or manufacturing facilities like most other vision insurers, insuring the members receive exactly what the doctor deems appropriate as opposed to what the vision plan dictates. Our local Utah based service team is available for enrollment meetings, educational seminars/webinars, benefit fairs, health fairs, etc. We have the man-power to have representation for in-person meetings as well as the experience to provide video enrollment or web-based conferencing. Our 15,000 square foot facility in West Valley is our corporate office for all things Opticare and also serves as our manufacturing hub, distribution center and call center. In 1999 Opticare became the first company of its kind to offer LASIK and Ophthalmology services and to this day over 25,000 procedures have been performed.

We are dedicated to eye care in every sense of the term and welcome the opportunity to provide vision plan services to you and your clients or employees. If this is your first step into offering a vision product, we will make it seamless and easy. If you're experienced in offerings like ours, we would love to compare plan designs, rates and value added offerings to help enhance your current benefits with better rates and richer plans. Regardless if you're new to vision plans or you're a cagey veteran, we are here to help you enhance your benefit offerings while saving your clients money in a manner that is seamless, easy and member-centric. Thank you for taking the time to learn about Opticare Vision Services where Better Eyes means Better Lives.

*All plans are directly underwritten by Opticare of Utah, Inc. the parent company of Opticare Vision Services, a Utah Domestic Insurance Company. 1901 Parkway Blvd. Salt Lake City, UT 84119.



10 THINGS YOU MUST CONSIDER WHEN COMPARING VISION PLANS

Today's health insurance broker and employer have so many complex things to think about when it comes to building a benefits package that current and prospective employees will find valuable and affordable. It's likely for most employers that payroll and benefits are a top one or two expense line items in their business today.

It's also likely that they will continue to grow disproportionately to their prices, which means most companies can't just issue a price increase to help fund the increases in health insurance and other employee related burdens, so, rightfully so, great effort is spent analyzing health insurance benefits, utilizing HSAs, looking at self-funding, wellness plans to reduce utilization, etc. etc.

These are just some of the things a good broker/agent will do with an employer, which often means little time is spent on ancillary voluntary benefits like vision plans. A vision plan can be a great way to enhance a benefit offering with no cost to the employer, however, how do you know if you're picking the right one? With all of your time spent on health insurance and other more-costly benefits, you likely need a simple and easy to understand tool to help you understand the basics of the vision plan offering that will insure you're selecting the best vision partner for your employees.

Our research of both brokers and employers indicate that the first (and often the only) thing most people look at is the monthly premium, then allowances for frames and the number of network providers. It makes sense that these are the only parts of the vision plan than employers and brokers are looking at, because those are the parts that the vision plan provider and sales reps presented on. What is a relatively complex and vernacular heavy industry (ex: digital free-form progressives, retinal imaging, photochromics, etc), in order to really understand what to look for you need some insider help. Here are 10 things that you need to understand in order to compare vision plan offerings:



COMPREHENSIVE EYE EXAMS AND FITTING FEES

Most plans will offer a comprehensive eye exam for spectacles for a co-pay (\$10-\$20), however there is typically an up-charge for a contact lens exam, this up charge is referred to as a fitting fee. The fitting fee relates to a couple additional measurements call K-readings or Keratometry (cornea) readings which measure the steepness (or flatness) of one's corneas which affect how a contact lens will fit. When comparing exam coverage keep in mind 25-35% of plan members are contact lens wearers and could be subject to a fitting fee. Opticare plans cover fitting fees 100% in the select network.

FITTING FEES AND CONTACT LENS BENEFITS

Opticare plans cover fitting fees and an initial pair of trial lenses, however, one common tactic used by vision insurers is to either not cover fitting fees or cover them with the contact lens allowance. This means if a member has a contact lens allowance of \$120 but the "covered" fitting fee is \$40, that member receives the exam with a co-pay and nothing extra for the fitting fee out of pocket, however the contact lens allowance has been reduced by \$40 to cover the fitting fee. If it feels like smoke and mirrors well you know. Opticare covers fitting fees and doesn't reduce allowances to cover it. Make sure to keep this in mind when comparing contact lens allowance and eye exam benefits.

MATERIALS CO-PAY

Most plan offerings cover a frame up to a stated amount and basic lenses. The materials co-pay is not different than a deductible in the sense that a flat "materials co-pay" of usually \$25 and must be paid before any frame or lens benefit is issued. Here's another way to think about it; if the stated plan allowance for a frame is \$120, you might expect to find a frame for \$120 and have it covered completely. Not exactly. In this scenario the member must pay the materials co-pay of \$25 first, then apply the allowance, effectively reducing the frame allowance to \$95. Opticare plans generally don't have frame material co-pays or deductibles.



HARDWARE ONLY (NO EXAM) PLANS & COMMERCIAL HEALTH INSURANCE EYE EXAM BENEFITS

One way to reduce vision plan premiums is to remove the eye exam benefit and rely on the health insurance carrier to cover the eye exam benefit. In theory this makes sense, however there are (3) issues to consider when considering this option. First, many health insurance carriers cover an eye exam with a medical diagnosis – glaucoma, cataracts, conjunctivitis, etc. – and will deny eye exam claims without a diagnosis code. In this case, the member will have to either pay at time of service or wait until a claim is filed and denied before receiving an EOB and invoice to pay months later.

The second potential issue with covered exams is, if the health carrier does cover routine exams, it's likely a much higher fee schedule than that of an Opticare plan. For example, (this is just an example) Optometry providers will receive a reimbursement of \$71-\$108 for an eye exam from a commercial carrier while the average exam reimbursement from the vision plan, for the EXACT SAME EXAM is around \$55. Thus carving out the exam on the medical side and keeping it in the vision plan theoretically would be the more cost effective, while also reducing the administrative overhead of filing 2 separate claims to two different insurance companies. And finally, not all Optometry providers are empaneled on major medical plans, thus creating a situation whereby the patient must make 2 visits, one to an eye exam provider and one to a vision plan provider.

BENEFIT FREQUENCIES AND WHAT THEY REALLY MEAN

Often annotated as 12/12/12/12 or 12/12/24/12 this means the frequency, in months, of each benefit line item; exam/lenses/frame/contacts. Plan premiums can be reduced by changing the frequency to 24 months, usually on the frame benefit, indicated as 12/12/24/12. The American Optometric Association and the American Medical Association recommend annual eye exams for every American over the age of 12 with or without visual deficiencies. Children should have their first eye exam at age 3 and every other year thereafter unless ocular issues are present. Pediatricians will conduct tests to track eye mobility, muscular strength, pupillary reaction time and fixation tests during routine checkups. Here's the patient experience that a 24-month frame benefit will likely create for an eyeglass wearer. Year one, the member will get an annual eye exam and glasses. In year two after a covered eye exam reveals a slight change in the prescription.

Patient can use the lens benefit but now has to use the old frame – which can be brittle and worn down combined with the fact that only 35% of patients have a backup pair, meaning they can't leave their old frame to have lenses put in as it's their only pair of glasses. Which leaves the patient no choice but to pay full retail for the frame or not update their prescription at all. While the provider might like the idea of selling a retail frame, neither option created by the 12/12/24/12 option is member-patient friendly. All Opticare plans are 12/12/12/12 plans unless requested otherwise, and even in this scenario, Opticare's rates on a 12/12/12/12 will usually beat any competitor's rate on 12/12/24/12 frequency.

NETWORK: PROVIDERS VS ACCESS POINTS

There is some confusion in the market place about the correct way to present provider networks and accessibility. Opticare's primary way of presenting providers is by individual doctor for independent, single office practices and by number of locations for group practices and chains. Many vision plan networks now present access points which can be misleading, here's why. Example: Family EyeCare is a small group practice with 3 brick and mortar locations and 3 OD owners. Since each doctor is an owner in all (3) locations, they will be listed in each as an access point, making the network list 9 locations; Location 1 with Doctor A, B, and C and Location 2 with Doctor A, B and C and so on. The fact is there are 3 approved clinics, each with a doctor, that a member can visit. Three dots on the map. Access points can be misleading.

Another example, Standard Optical often has several doctors work in several locations, because of this, all 20 doctors are credentialed in all 20 locations. It's still only represents 20 offices that a member can visit, however, for network comparison purposes, could be represented as 400 access points. Opticare's network meets or beats every other network on the market with a combination of independent practices, National and regional chains. When you add our out of network benefits, overcoming confusion or objection based on network is easy.

OUT-OF-NETWORK ALLOWANCES

When comparing networks, you must consider the out-of-network reimbursement column. Example, your group wishes to buy ABC Vision Plan because it has Costco on the panel, albeit at reduced allowances of \$70 for a frame. However, Opticare plans have an out-of-network allowance of \$85, which means the member has a \$15 better benefit that can be used anywhere, even Costco. Don't be fooled by stripped down benefits for expanded providers. Most big box and membership club providers require a reimbursement of their Usual and Customary. This leads to a lesser benefit to the member and an uptick in premium cost to account for it.

COMMUNITY AND CORPORATE CITIZENSHIP MATTERS TO PEOPLE

Opticare is a proud Utah family owned business and employs hundreds of Utahns. Every pair of glasses made through the Select Network is manufactured and assembled in Utah by Utahns. The year 2020 marks our 14 annual broker incentive trip and humanitarian project. Our humanitarian efforts span 4 continents but most notably is felt right here in Utah. Opticare Vision is partnered with 4th Street Clinic, Title One Schools, The Road Home, Utah MS Chapter, YWCA, The Haven, StandUp2Cancer, Make a Wish Foundation, Equality Utah, Utah Food Bank, United Way, Ronald McDonald House, Utah State University, Weber State, U of U, BYU, Westminster, UVU and more. Opticare of Utah is a member and sponsor of UAHU since 1987. Since our inception, community involvement and humanitarian efforts have been a pillar of our existence and will continue to be a core value of ours.



REFRACTIVE SURGERY AND OPHTHALMOLOGY

Opticare is partnered with the Standard Optical Ophthalmology Surgical staff and takes a very hands on approach to the refractive surgery program which is a distinctly different approach than most vision plan providers in the market.

For most, the refractive benefit is either part of a large national discount contract whereby large laser centers offer member discounts, or an open-access option whereby laser centers can agree to a discount for the plan members and there's no associated reimbursement or co-management agreement. These are usually the same discounts for any and every group that approaches them. The discount they offer of 15% off or 5% off promotional pricing is the same deal they offer AARP or American Express Card Holders, etc. These Laser providers have many locations and offer good services and results.

However, our members deserve to have the luxury of data and communication to insure the best results. To think that a vision plan member that has been under the care of an Optometrist for many years can walk into a laser center and have surgery without even having the primary optometrist involved at all, is not ideal for continuity of care and leaves areas for error.

Opticare takes a more hands on approach with our Refractive Surgery Provider which is why Opticare is responsible for more LASIK in Utah than any other vision plan provider by more than double. Here are a few of our secrets. Each provider in the select network has had extensive training and has been certified by the laser center and Opticare as showing mastery in refractive surgery co-management and pre-operative cycloplegic evaluation and examination for refraction accuracy, as well as post-operative excellence in troubleshooting, emergencies and on-call resources.

The member's primary Optometrist works in conjunction with the LASIK MD to insure a seamless and successful procedure. We also negotiate several free procedures for sponsorship events, golf tournaments, fund raisers, auctions, etc. The Standard Optical Ophthalmology team and location are available to host open house events, trainings, Q & A, observation of surgery, after-hours events, etc for our agents or clients regardless of size. Let your Opticare rep know if you want to learn more about this.

TECHNOLOGY, FLEXIBILITY AND DELIVERABLES

The 2020 Coronavirus outbreak forced many businesses to rethink their delivery channels. Opticare's largest client recently recognized us as have NEVER missed an enrollment meeting in 33 years (until Coronavirus required them to be done remotely). This is an example of the service commitment that Opticare has and our commitment to deliver the services how the client and patient want. From this, we developed video "benefit tutorials" that can be customized for each client in the case that in-person enrollment meetings can't take place. The fundamental delivery of eye care services is also changing and Opticare is at the cutting edge of these changes. Soon, Opticare will be launching a mobile eye care program that will give larger clients the option to have the eye care experience come to them. We provide an optometrist and several certified Opticians equipped with state of the art mobile eye exam equipment and 300 frames. We can set up in a break room, conference room or even our own mobile exam truck and see upwards of 30-40 patients per day. Also, our proprietary telemedicine platform allows members to have an eye exam from the comfort of their own home or office. This new platform allows for expanded service hours also for those whose work schedule or where they live may pose a challenge in accessing an eye care provider. Both the mobile exam unit and the telehealth platform are searching for early adopter ambassadors to launch this program with, so reach out to your Opticare rep if you are interested.





VISION PLANS AND FLEXIBILITY

Opticare Vision has the unique ability to adjust benefit allowances and network accessibility to provide a better offering with unbeatable rates. Most plans have a no co pay option in the Select Network, while the broad network has the traditional \$10 co payments and plan designs that you've come accustomed to. In order to understand the plan design, it's important to know the nomenclature. Opticare plans are named based on the select network exam co-pay, the broad network exam co-pay and the select network frame allowance. For example, plan 0-10-150C has a \$0 exam co pay in the select network, \$10 exam co pay in the broad network and \$150 frame allowance in Select Network (\$140 in broad). The "C" following the plan name indicates our best network option. All groups should be quoted the "C" network plans. Now just by looking at a plan name, you can be pretty clear on the basic benefits that plan offers.

A master plan catalogue is available with summary plan designs for every filed plan we offer, however, for groups over 200 lives, we offer custom plan design. Important Note: in all cases, plan designs containing "C" network will be the best benefit designs (largest allowances) and the best rates. This is due primarily to the reduced fee schedule that has been negotiated with Standard Optical. Benefits in the broad network will mirror our previously sold "B" plans so your member will always have a better option works C plan.

The plan design catalogue has plans 0-10-100C up to 0-10-210C which covers nearly every frame allowance possible. Opticare Vision Services' partner Standard Optical Company has completely revamped its service focus to give Opticare members a spectacular experience, surpassing any optical experience they have ever had. Hundreds of thousands of patient survey's data has been aggregated to identify areas of improvement and areas of excellence, according to Opticare members and new protocols have been implemented. Aside from these member-centric changes, Standard Optical is also a national leader in the COVID-19 pandemic and has set the standard for how a safe, sterile eye care experience should be. Please visit www.standardoptical.net for COVID-19 protocol details.



BENEFIT FAIRS AND HEALTH EXPOS

Opticare Vision Services has a Salt Lake City, UT based account support staff designated for enrollment meetings and benefit fairs. In addition to having representation at these meetings, we are always willing to participate in gifts, prizes or giveaways so please don't hesitate to ask your Opticare rep for support. If in-person benefit meetings are not ideal, we have the ability to provide custom-made benefit videos and will gladly host or participate in a video conference or webinar enrollment meetings.

All enrollment forms are available in hard copy and electronically so as to easily accommodate in person or remote meetings. Many brokers and employers are making wellness an integral part of a comprehensive health benefits offering, and as such, host several wellness / health expos throughout the year. Opticare Vision Services is a pioneer in health expo vision screenings. As a title sponsor for KUTV Health Expo for several years, we have various offerings for vision screening health and wellness booths. Here are some of our options:

All booth options have educational materials and giveaways. Talk to your Opticare rep for more details about health and wellness expos.

BASIC VISION SCREENING BOOTH:

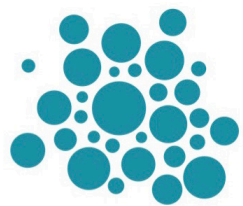
- Glaucoma test (air puff)
- Auto-Refractor – test distance vision
- (2) technicians
- Ability to electronically schedule an eye exam at an Opticare Provider

LASIK / REFRACTIVE SURGERY BOOTH:

- Similar to Basic Screening with one additional test for corneal topography.
- Materials and screenings are focused on LASIK candidacy.
- (2) Technicians
- LIVE LASIK Videos

COMPREHENSIVE EYE EXAM BOOTH

- We bring an entire examination room
- Requires separate dim room
- Complete eye exam with mobile technology
- Non-contact measurement with Smart Mirror
- (2-3) Certified Optician staff
- (1) Licensed Optometrist
- 250-300 frames to choose from
 - Completed eyewear will be mailed or delivered to patients home or office within a 7-10 days of exam.
- 20-30 per day capacity



Opticare VisionTM

Corporate Headquarters

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385-869-2020 | www.opticarevisionservices.com

IT TAKES



A VILLAGE

Opticare Vision Services partners with these organizations. Over 15,000 pairs of glasses, 2000 surgeries, hundreds of thousands of dollars and countless hours of time donated....and we're just getting started.

4TH STREET CLINIC

YWCA

UTAH FOOD BANK

PREVENT BLINDNESS

STAND UP TO CANCER

RONALD MCDONALD HOUSE

AMERICAN RED CROSS

MAKE-A-WISH FOUNDATION

MS SOCIETY

ASSISTANCE LEAGUE

CATHOLIC COMMUNITY SERVICES

UTAH TITLE 1 SCHOOLS

THE HAVEN



FOR IMMEDIATE RELEASE

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Opticare Vision Services, formerly Opticare of Utah, announces the appointment of 15 year optical veteran as new Chief Operations Officer

Aundrea Brinkman, an ABO certified optician and licensed insurance producer, brings 15 years of optical experience to regional vision plan carrier in Utah.



disability in Utah and several other states.

SALT LAKE CITY, UTAH – AUGUST 1, 2020 – Opticare Vision Services, formerly Opticare of Utah, Utah’s leading managed vision care provider, announced in June, 15 year ABO certified optical veteran Aundrea Brinkman as the company’s new Chief Operations Officer. Prior to the optical industry Aundrea managed several locations for The Limited Brands / L Brands’ flagship retailer Victoria’s Secret and prior to that held a management role for Charlotte Russe. Aundrea managed several optical offices and was the general manager during the launch of Standard Optical’s Laser Center of Excellence, a high volume ophthalmology clinic and laser surgical center in Holladay, Utah in 2005. She’s held several positions in the training department and recently was responsible for the design, buildout and launch of their high volume call center based in West Valley City, Utah. Aundrea is also a licensed insurance producer for health, life and

“Aundrea’s experience on the retail side of the optical industry gives her a keen insight on the importance of the patient experience at the store level. It’s her commitment to ensuring every patient has a memorable experience that we intend to ingrain into the culture of Opticare Vision Plans.” States Opticare Vision CEO Aaron Schubach. “In my opinion, the insurance industry, while distinctly different than retail optical, struggles to give members an experience that is memorable for all the right reasons. Aundrea has, in the short time she’s been with Opticare, already made a cultural shift in the value system at Opticare to be solidly rooted in giving an amazing member experience to every member, every time.”

Opticare Vision Plans was founded in 1987 and currently has over 250,000 lives in Utah and 25 other states across the country. With a clients as large as 20,000 employees at The State of Utah, 30 school

districts and tech giants like Netflix and Backcountry.com to small mom and pops, Opticare offers premium based vision plans with unique plan designs, cost-containment data analytics, proprietary member iPhone/Android applications and on-line tools for brokers, employers and members alike.

“Fifteen years ago I fell in love with the optical industry. While a lot has changed over that time, my passion and desire to provide my patients with top quality products and services hasn’t. To me, nothing is more rewarding than knowing that I helped improve someone’s life by improving their vision. I feel like there is no better way to scale my passion than through the rapidly growing managed vision care market,” says Aundrea. “I see so much opportunity for Opticare Vision Services in Utah and adjacent markets. Our member survey data, our unique real-time business analytics systems and our close agent relationships give us the tools to really offer plans and service that reflect our commitment to the spectacular customer experience.”

Opticare recently completed a rebranding effort including a new logo, new website (www.opticarevisionservices.com), a member application called MyOpticare and a campaign on digital and social media platforms with videos, testimonials, vision plan savings calculator, virtual try-on technology and more. Next month Opticare Vision launches **Opticare On-Sight**, its mobile vision clinic strategy as well its telemedicine and online eyeglass platform **Opticare Online**.

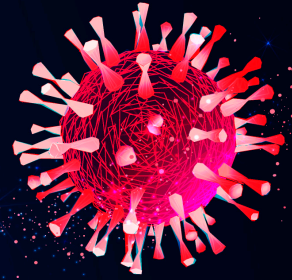
“There’s never been a more exciting time at Opticare than now, and even though our goals and initiatives are lofty, there’s no one better suited to see these projects to fruition than Aundrea. If you’ve worked with Aundrea you know this about her, she has drive, a winning attitude and she gets it done.” Aaron Schubach.

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Opticare Vision Services is underwritten by Opticare of Utah, Inc. and headquartered in Salt Lake City, Utah. Founded by the owners of Standard Optical as a vehicle to drive patient encounters, Opticare has grown into the market leader in Utah with over 30,000 providers across the country, 250,000 members and over 1100 clients in both public and private sectors. For more information please visit www.opticarevisionservices.com

COVID-19

EYE HEALTH CARE TIPS



HOW IT SPREADS

Coronavirus disease 2019 (COVID-19) is a new disease and health and medical experts are still learning how it spreads, the severity of illness it causes, and to what extent it may continue to spread in the United States. There is currently no vaccine to prevent COVID-19.

According to the Center for Disease Control (CDC), the virus is thought to spread mainly from person-to-person, particularly between people who are in close contact with one another (within about 6 feet). It can also spread from contact with contaminated surfaces or objects that has the virus on it and then touching your mouth, nose, or possibly your eyes.

CORONAVIRUS & THE EYES

The eye is highly vascularized tissue (meaning it has a lot of blood vessels) that is in very close proximity to the sinuses and the brain, which makes it an easy entry point for viruses. As a result, COVID-19 may enter the body through the eyes and then spread to the whole body through the blood vessels within the conjunctiva, the mucous membrane that covers the front of the eye and lines the inside of the eyelids.

Conjunctivitis (pink eye) is a symptom of coronavirus and can be transmitted by aerosol contact with the conjunctiva. The virus may also present other ocular signs and symptoms such as extreme light sensitivity, irritation and watery discharge.

PROTECT YOUR EYE AND OVERALL HEALTH



GUARD AND AVOID TOUCHING YOUR EYES — as well as your hands and mouth — to help slow the spread of

coronavirus.



WASH HANDS FREQUENTLY with soap and water, and for at least 20 seconds

per hand. Avoid touching your eyes, nose and mouth with unwashed hands.



AVOID CLOSE CONTACT

with people who show signs of respiratory condition, such as coughing or sneezing. Respiratory droplets produced when an infected

person coughs or sneezes can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. They can also enter through your eyes.



CLEAN AND DISINFECT

shared areas and frequently touched surfaces. This includes tables, doorknobs, light

switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. The virus can spread through tears and touching a surface where tears have landed (or any contaminated object) can cause infection.



USE PROTECTIVE EYEWEAR

to safeguard from any potential eye hazards at home, work or while out in public. In certain environments, it may

be helpful wear protective eyewear such as safety glasses, sunglasses, non-prescription goggles or face shields.



PRACTICE SOCIAL DISTANCING

and remain out of congregate settings, avoiding mass

gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

Information updated on 4-16-2020

GUIDE FOR CONTACT LENS WEARERS

New: According to the CDC, there is currently no evidence to suggest contact lens wearers are more at risk for acquiring COVID-19 than eyeglass wearers. People who are healthy can continue to wear and care for their contact lenses as prescribed by their eye doctor. The following tips can help ensure proper wear and care for contact lenses:

- **EXERCISE PROPER HAND WASHING.** When using contact lenses or spectacles, one should wash their hands carefully and thoroughly with soap and water for at least 20 seconds, followed by hand drying with unused paper towels. This should occur before every contact lens insertion and removal. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Allow hand sanitizer to completely and fully dry before handling contact lenses. People should avoid touching their face, including their eyes, nose and mouth, with unwashed hands.
- **DISINFECT CONTACT LENSES.** Contact lens wearers should either dispose of their daily disposable lenses each evening, or regularly disinfect their monthly and two-week lenses according to instructions from the manufacturer and one's doctor of optometry.
- **DISCONTINUE LENS WEAR IF SICK.** Consistent with recommendations for other types of illness, those who feel ill with cold or flu-like symptoms should cease contact lens wear.
- **GLASSES ARE NOT PROVEN TO OFFER PROTECTION.** There is no scientific evidence that wearing spectacles or glasses provides protection against COVID-19 or other viral transmissions.

IF YOU ARE SICK OR EXPERIENCING SYMPTOMS:



STAY HOME, except to get medical care.



If you have fever, runny nose, cough or fatigue, or think you may have been exposed to the coronavirus, call ahead before visiting your doctor or **CONTACT LOCAL PUBLIC HEALTH HOTLINE IF SO DIRECTED.**



DO NOT GO DIRECTLY TO AN ER, your

doctor's office or your community health center unless it is an emergency.



WEAR A FACEMASK when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.

Older adults and people who have severe underlying chronic medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness. Please consult with your health care provider about additional steps you may be able to take to protect yourself.

COVID-19 RESOURCES

Follow the CDC and WHO for the most reliable, up-to-date information.

- Centers for Disease Control and Prevention ([CDC](#))
- World Health Organization ([WHO](#))
- [AOA's COVID-19](#) resource page for the latest optometric and public health information.

As the COVID-19 situation continues to evolve, patients continue to look to doctors of optometry, their primary eye health care physicians, for accurate eye health and vision guidance. The American Optometric Association's (AOA) priority is to support the health and safety of the public and the optometric community and will continue to assess the situation to ensure everyone not only understands the risks associated with this pandemic but also have the latest information available.

Information updated on 4-16-2020

EYE HEALTH PATIENT SAFETY TIPS



Across the country, optometry practices are beginning to reopen and resume delivery of complete, comprehensive eye health and vision care. While practice operations will proceed under a “new normal,” the American Optometric Association (AOA) and member doctors of optometry are working to ensure the continued safe delivery of essential eye care by doctors of optometry during the COVID-19 public health emergency for patients and the public.

TIPS TO PREPARE FOR YOUR NEXT OFFICE VISIT:



When scheduling your appointment, ask your

doctor about safety protocols they have in place to help reduce the risk of COVID-19 transmission within the office.



Avoid touching your eyes, nose, and mouth with

unwashed hands while in the office.



Many health care offices will request that you attend your appointment

without accompaniment, unless you require assistance. If you do need assistance, alert the staff to your needs to help the office manage patient flow efficiently.



Wash your hands often with soap and water for at least

20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.



The use of a facemask or cloth face cover that covers

your nose and mouth and gloves is strongly recommended, and may even be required to enter a healthcare facility.



Continue to keep about six feet between yourself

and others. **A cloth face cover is not a substitute for social distancing.**



Bring hand sanitizer with you in case you are unable

to wash your hands as necessary



Notify your doctor if you or anyone in your household display any signs or symptoms of

COVID-19. If you are experiencing symptoms, such as loss of the sense of smell or taste, or have fever or cough, consult with your primary care provider first unless you are experiencing ocular-related emergency warning signs.

For more information about eye health and to find a local AOA doctor of optometry, visit [aoa.org/eyehealthCOVID19](https://www.aoa.org/eyehealthCOVID19).

PROTOCOLO DE SEGURIDAD DE COVID-19 Y EXPECTATIVAS DEL PACIENTE

Gracias por confiar en su cuidado ocular a Standard Optical. No valoramos nada más que la seguridad y la salud de nuestros pacientes y empleados, y para garantizar su salud y bienestar al tiempo que brindamos la más alta calidad de atención ocular a la que nuestros pacientes están acostumbrados, hemos implementado políticas y protocolos estrictos con respecto a Visitas al consultorio de Standard Optical. Lea atentamente y no dude en hacernos cualquier pregunta que pueda tener.

Preguntas de preselección se le preguntará a cada paciente antes de su visita. Esto se puede hacer por teléfono durante la llamada programada, una llamada posterior o en persona el día de la visita. Esto incluye preguntas como:

- 1) ¿Usted o alguien en su hogar dio positivo por COVID-19?
- 2) ¿Actualmente está cuidando a alguien que tiene COVID-19 o síntomas similares?
- 3) ¿Tiene fiebre de más de 100, tos, síntomas parecidos a la gripe, dolor del cuerpo o sentido del gusto o olor que no puede atribuirse a un diagnóstico actual?
- 4) ¿Has tenido contacto cercano con alguien que tiene los síntomas anteriores?
- 5) ¿Has viajado fuera del país en los últimos 30 días?

Si responde afirmativamente a cualquiera de las preguntas previas a la evaluación, podemos pedirle que re programe su cita para un mes a partir de esta fecha o lo dirija a una visita virtual o de telesalud con uno de nuestros médicos. Se le proporcionará el cuestionario completo para que lo complete y firme.

Limpieza y desinfección:

Se implementaron extensas rutinas de limpieza y desinfección en marzo y continuarán por un tiempo indefinido.

Algunas de estas rutinas incluyen:

- Contacto significativamente reducido con / con los materiales durante los procedimientos de entrada y salida
- Para cualquier artículo que deba tocarse, como bolígrafos y portapapeles, estos se desinfectan después de cada uso.

- Las áreas de espera para pacientes, la recepción, los baños y las áreas de alto contacto (como las manijas de las puertas) se limpian con toallitas desinfectantes de grado médico al menos cada hora y después de cada contacto humano. Esto incluye marcos, pantallas de marcos, espejos, sillas, escritorios y todo el equipo de diagnóstico y examen.

- Las áreas de atención al paciente (como salas de examen, que incluyen sillas, escritorios, teclados / computadoras, cualquier equipo) se limpian exhaustivamente antes, durante y después de cada visita del paciente.
- Se les pide a los pacientes que usen máscaras durante su tiempo en nuestra oficina y pueden / deben traer sus propias máscaras. Se proporcionarán máscaras si es necesario.
- Cualquier persona que acompañe al paciente a su visita debe esperar en sus vehículos en lugar de ocupar un asiento en el área de espera y también se espera que siga el protocolo tal como lo haría un paciente.

- El distanciamiento social se ha implementado en las áreas de distribución y salas de espera al extender el espacio entre los escritorios y las sillas. Se le puede "asignar" un mostrador de distribución para completar su experiencia de selección de cuadros. Este escritorio asignado se limpiará antes de que se sienta allí y debe ser el único escritorio / área de distribución en el que se sentará durante su visita. Esta área del escritorio se limpiará antes y después de cada paciente. Requerimos los 6 pies de distancia recomendados siempre que sea posible.

- Los pacientes tienen la opción de esperar en sus vehículos frente al área de espera de la oficina y, en algunos casos, se les puede pedir que permanezcan en el vehículo hasta que se les llame.

Selección de gafas:

Un óptico estándar lo acompañará cuando seleccione marcos. El óptico puede tener una bandeja dispensadora desinfectada para contener varios cuadros que puede seleccionar. Le pedimos que no toque los marcos en la pantalla, sino que informe a la óptica y ellos los llevarán a un mostrador de distribución para su selección. Nuestros ópticos tienen una amplia capacitación y certificaciones de la Junta Nacional de la Junta Estadounidense de Óptica y Óptica Estándar para el ajuste y la fabricación de anteojos recetados personalizados. Pueden hacer recomendaciones sobre la selección de marcos y lentes teniendo en cuenta su prescripción, tipo de lente, requisitos de uso, así como el grosor, la forma, el tipo, el material y el color del marco. Es importante comprender que queremos que tenga una experiencia espectacular y segura con un producto que le guste, al tiempo que minimiza el contacto del paciente con los artículos de inventario de la pantalla. En otras palabras, no podemos permitirle tocar y probar docenas de cuadros antes de hacer una selección. Confíe en su óptico y sus recomendaciones.

Mediciones:

Los ópticos estándar utilizarán el dispositivo de medición "sin contacto" de última generación llamado Smart Mirror. Smart Mirror se utilizará siempre que sea posible para asegurar una medición precisa y un ajuste del marco al tocar al paciente, la lente o el marco.

Lentes de contacto:

Durante este tiempo no realizaremos en persona inserción y extracción | Ens capacitación para nuevos pacientes con lentes de contacto.

Tenemos materiales / videos instructivos disponibles, así como servicios de tele-salud si necesita ayuda para colocar sus lentes. Le proporcionarán lentes nuevos o de prueba empaquetados y sellados y le pedimos que los coloque en su hogar. Si es necesario que coloque sus lentes en nuestra oficina, le exigimos que cumpla con el régimen de lavado de manos publicado, así como con todos los demás protocolos.

SEGURIDAD y LENTES DE CONTACTO:

Cualquier producto o dispositivo sistémico que requiera que lo toque antes de entrar en el ojo es motivo de precaución. Standard Optical y sus médicos recomiendan lo siguiente para reducir el potencial de infección y propagación de COVID-19 y otras enfermedades:

- 1) **Siempre siga el cronograma de uso aprobado por la FDA; no sobrepase sus lentes. Limpio y**
desinfecte las lentes de acuerdo con las pautas del fabricante.
- 2) **Use lentes diarias de un solo uso siempre que sea posible, lo que le proporciona una lente nueva, estéril y limpia**
todos los días sin necesidad de un estuche o limpieza. Su optometrista óptico estándar puede ajustar su receta para acomodar sus necesidades y parámetros a una lente diaria de uso único apropiada siempre que sea posible. Por favor, siga las recomendaciones del médico.
- 3) **Cuando las lentes de un solo uso no son una opción, limpie, desinfecte y reemplace la caja de almacenamiento con frecuencia.**
- 4) **Las lentes no diarias (mensualmente) deben estar en un material de alta permeabilidad al oxígeno como silicona**
Hidrogel o similar con un alto dk / t (factor de permeabilidad al oxígeno).
- 5) **Todos los usuarios de lentes de contacto deben tener anteojos de respaldo recetados actuales. Para cumplir con**
usando el régimen y la posibilidad de infección, debe tener anteojos de respaldo con su receta actual. Si aún no tiene uno, su óptico estándar le hablará sobre nuestras ofertas especiales y descuentos para anteojos de respaldo.
- 6) **Standard Optical no puede completar pedidos de lentes de contacto a menos que tenga un examen válido y actual y**
prescripción. Es posible que se le dirija a los servicios de telemedicina o examen de la vista virtual para extender su receta de lentes de contacto, lo que no requiere que se someta a un examen de la vista.
- 7) **Los pedidos de lentes de contacto deben enviarse a su hogar siempre que sea posible. Todos los pedidos de suministros anuales**
le enviaremos de forma gratuita. Los pedidos de menos de un suministro anual pueden tener una pequeña tarifa de envío.

Dispensación, entrega y accesorios personalizados:

Todas las gafas, como parte de nuestro control de calidad de inspección final, se ajustarán para que queden planas y rectas en su cara antes de que se las ponga. Esto significa que, en la mayoría de los casos, las gafas te quedarán cómodamente sin ningún ajuste. Sin embargo, si es necesario que se realicen ajustes, los ópticos de Standard Optical pueden brindarle instrucciones, ya sea por teléfono, videollamada de salud o en persona para ayudarlo a realizar los ajustes necesarios usted mismo. Si se requiere que nuestro óptico realice los ajustes, todas las herramientas se desinfectarán antes y después de su uso y el marco del paciente también se desinfectará, lo que puede incluir una toallita con alcohol, agua y jabón o una limpieza ultrasónica. Standard Optical no se hace responsable de los daños que puedan producirse durante el proceso de limpieza y desinfección del marco. Tomaremos todas las precauciones para cuidar su marco durante el proceso de limpieza.

Por una pequeña tarifa, los pedidos de anteojos se pueden enviar directamente a su casa, junto con un estuche rígido y un paño de limpieza. Todos los pedidos de pares múltiples o compras superiores a \$ 300 se enviarán de forma gratuita. Si prefiere recoger sus anteojos, la ubicación óptica estándar puede requerir la entrega en la acera, por lo que le llevaremos sus anteojos en su automóvil.

Equipo de protección personal:

Todo el personal de Óptica Estándar ha sido entrenado y acepta seguir las recomendaciones y requisitos para usar guantes y máscaras recomendadas. Todos los médicos, médicos técnicos y asistentes deben usar guantes y máscaras. Algunos médicos también pueden optar por usar una mascarilla facial transparente transparente de grado médico adicional. Es posible que necesitemos una lectura de temperatura con un termómetro infrarrojo sin contacto.

Distanciamiento social:

Se han realizado ajustes en el libro y el flujo del calendario de exámenes, así como cambios físicos en el interior para mantener una distancia social de 6 pies para todos los pacientes y el personal. Esto puede requerir que se permita un número mínimo, tan bajo como uno, de pacientes en el consultorio a la vez.

Nos sentimos honrados de ser el proveedor líder de cuidado de la vista del mercado y nos tomamos muy en serio esa responsabilidad. Esperamos que todos los pacientes respeten y respeten estos protocolos para garantizar una experiencia segura y agradable para nuestros pacientes y personal. Nuestros pacientes son históricamente respetuosos y comprensivos, pero en el raro caso de que se niegue a cumplir con nuestras políticas o instrucciones verbales, se le puede pedir que se vaya. Gracias por su comprensión y cumplimiento. Somos familia. Somos Utah. Estamos en esto juntos.

Empresa óptica estándar
1901 Parkway Blvd Salt
Lake City, UT 84119

Puede programar su próxima visita, obtener información sobre los servicios de teleobservación o solicitar lentes de contacto y para obtener la información más actualizada.

Las políticas de COVID-19 y las oficinas o información disponibles, visite www.standardoptical.net

Las siguientes políticas siguen las pautas de CDC, AOA y OSHA y este documento es propiedad de escritura y copia de Standard Optical. La distribución no aprobada es prohibido.



COVID-19 SAFETY PROTOCOL AND PATIENT EXPECTATIONS



Thank you for trusting your eye care to Standard Optical. We value nothing more than the safety and health of our patients and employees and in order to insure their health and well-being while providing the highest quality of eye care that our patients are accustomed to, we have implemented strict policies and protocols regarding in-office visits to Standard Optical. Please read carefully and feel free to ask us any questions you may have.

Pre-screening questions will be asked of each patient prior to your visit. This may be done over the phone during the scheduling call, a subsequent call or in person on the day of the visit. This includes questions such as:

- 1) Have you or anyone in your household tested positive for COVID-19?
- 2) Are you currently caring for anyone who has COVID-19 or similar symptoms.
- 3) Do you have a fever over 100, cough, flu-like symptoms, body aches or decreased sense of taste or smell that cannot be attributed to a present diagnosis?
- 4) Have you had close contact with anyone that has the above symptoms?
- 5) Have you traveled out of the country in the last 30 days?

If you answer yes to any of the pre-screening questions we may ask you to reschedule your appointment for a minimum of 14 days from this date or direct you to a tele-health or virtual visit with one of our physicians. The complete questionnaire will be provided for you to fill out and sign.

Cleaning and Disinfecting:

Extensive cleaning and disinfection routines were implemented in March 2020 and will continue indefinitely. Some of these routines include:

- Significantly reduced contact to/with materials during the check in, in exam and subsequent activities.
- For any items that do have to be touched, such as pens and clipboards, these are disinfected after each use.
- Patient waiting areas, front desk, restrooms and high contact areas (such as door handles) are cleaned with medical grade disinfectant at least hourly and after every human contact. This includes frames, frame displays, mirrors, chairs, desks and all diagnostic and exam equipment.
- Patient care areas (such as exam rooms, including chairs, desk tops, keyboards/computers, any and all equipment) are cleaned extensively before, during and after every patient visit.

Patients are asked to wear masks during their time in our office and can/should bring their own masks. Masks will be provided in the event the patient does not have one. This will remain in effect indefinitely or until further notice. We appreciate your understanding of this important policy but in the unfortunate event that the patient can't or won't wear a mask, Standard Optical May refuse service until a mask is worn, or a separate and isolated appointment can be made to accommodate the patient.

Measurements:

Standard Optical opticians will use the state-of-the-art "no-touch" measurement device called Smart Mirror. Smart Mirror will be used whenever possible to insure accurate measurement and frame fit without touching the patient, lens or frame. In some instances it may be necessary to make contact with the patient, in this scenario the optician must wash hands immediately before touching the patient and immediately after.

Physical Distancing:

The patient should be the only one in the office during the visit. If guardian, caretaker or any other person must accompany the patient, they too must complete in-take questions and follow policy.

- Anyone accompanying the patient to their visit is asked to wait in their vehicles instead of occupying a waiting area seat and will also be expected to follow the protocol just as a patient would.
- Physical (social) distancing has been implemented in the dispensing areas and waiting rooms by extending spacing between desks and chairs. You may be "assigned" a dispensing desk to complete your frame selection experience. This assigned desk will be cleaned prior to you sitting there and should be the only desk/dispensing area you will sit at during your visit. This desk area will be cleaned before and after each patient. We require a recommended 6 feet of distance whenever possible.
- Patients have the choice of waiting in their vehicles versus the office waiting area and in some cases may be asked to remain in vehicle until called.
- Patient flow and efficiency is critical to maintaining 6+ feet physical distance. If the location cannot reasonably expect 6+ feet of distance because of the number of patients, this location may be deemed "at capacity" which may require the exit of a patient(s) before allowing anyone else in. Manager should keep door unlocked but may prohibit entry until notified by manager or doctor.
- Standard Optical owners and employees want every encounter to be a safe and respectable one, while keeping in mind efficiency and timeliness. Being cooperative, without issue, will keep each encounter efficient and timely.

Eyewear Selection:

A Standard Optical optician will accompany the patient when selecting frames. The optician may have a disinfected dispensing tray to hold several frames that you may select. We ask that you not touch frames on display, but rather, let optician know and they will bring them to a dispensing desk for your selection. Our opticians have extensive training and National Board Certifications from American Board of Opticianry and Standard Optical for the fitting and fabrication of custom prescription eyewear. They may make recommendations on frame and lens selection taking into account your prescription, lens type, usage requirements, as well as thickness, frame shape, type, material and color. It's important to understand that we want you to have a spectacular and safe experience with a product that you love, while minimizing patient contact with display inventory items. In other words, we can't allow you to touch and try on dozens of frames before making a selection. Trust your optician and their recommendations.

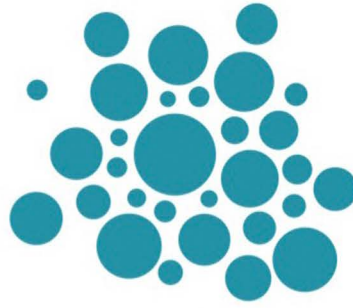
Personal Protective Equipment:

All Standard Optical personnel have been trained in and agree to follow the recommendations and requirements to wear gloves and recommended masks. All doctors, technicians and assistants must wear masks and may choose to wear gloves for certain tasks. It's important to note that if gloves are worn, they must be disposed of after person-to-person contact or surface contact. Some doctors may choose to wear an additional clear-transparent medical grade full face mask as well. We may require a temperature reading with a non-contact infrared thermometer. If management or the doctor deems it appropriate to require a temperature reading, it will be required in order for the patient to enter the facility.



Contact Lenses:

During this time we will be limiting in-person insertion and removal lens training for new contact lens patients. This limitation could be because of inability to keep 6 feet social distancing and is at the discretion of management. We have instructional materials/videos available as well as tele-health services if you need help putting your lenses in. New or trial lenses will be given to you packaged and sealed and we ask that you put them in at home. If it's necessary that you put your lenses in in our office, we require you to comply with posted hand washing regimen as well as all other protocols.



Opticare Vision™

SAFETY and CONTACT LENSES:

Any systemic product or device that requires you to touch right before entering the eye is cause for caution. Standard Optical and its physicians recommend the following in order to reduce potential for infection and spread of COVID-19 and other diseases:

- Always follow the FDA approved wearing schedule – do not overwear your lenses. Clean and disinfect lenses according to manufacturer guidelines.
- Use single-use daily lenses whenever possible, which provides you a new, sterile, clean lens everyday with no need for a case or cleaning. Your Standard Optical optometrist may adjust your prescription to accommodate your needs and parameters to an appropriate single use daily lens whenever possible. Please follow doctor recommendations.
- When single use lenses is not an option, clean, disinfect and replace storage case frequently.
- Non-daily lenses (monthly) should be in a high oxygen permeability material such as Silicone Hydrogel or similar with a high dk/t (oxygen permeability factor).
- All contact lens wearers must have current prescription backup glasses in case of infection and to comply with wearing regimen.
- Standard Optical cannot fill contact lens orders unless you have a valid prescription. You may be directed to tele-health or virtual eye exam services to extend your contact lens prescription which doesn't require you to come in for an eye exam.
- Contact lens orders should be shipped to your home whenever possible. All annual supply orders will ship to you free of charge.

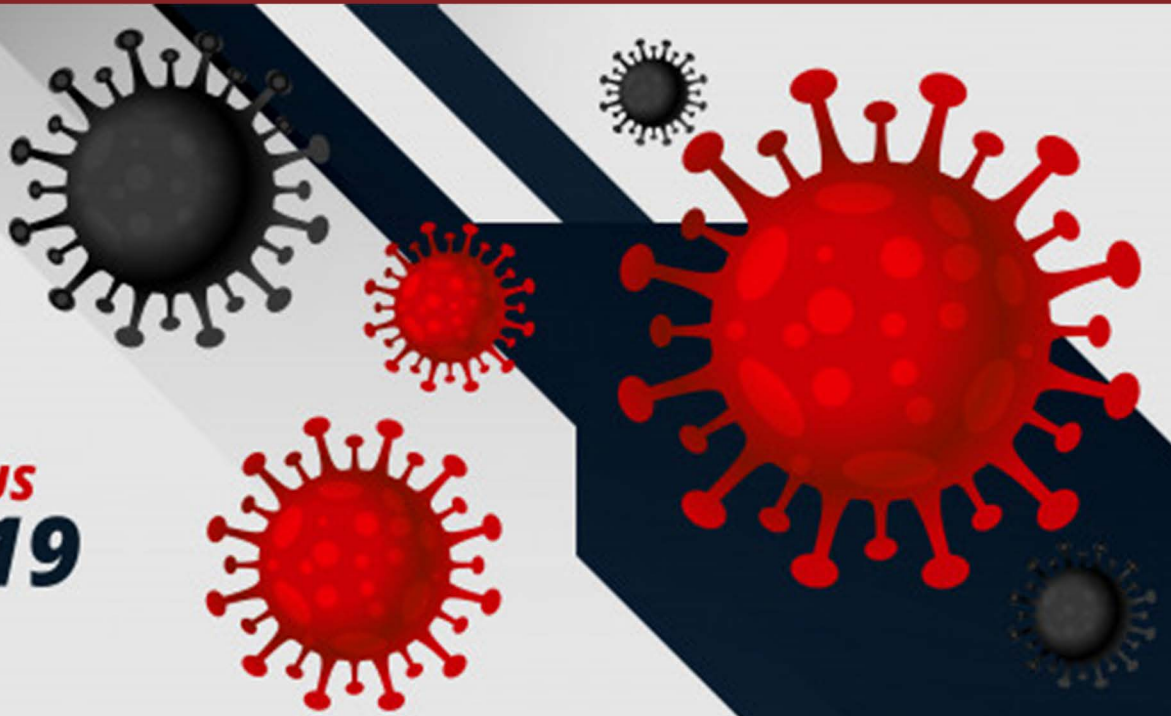
Social Distancing:

Adjustments to the exam schedule book and flow as well as physical interior changes have been made in order to keep a social distance of 6 feet for all patients and staff. This may require that minimum numbers, as low as one, of patients be allowed in the office at a time. We ask that all patients keep 6 feet social distancing and comply with in-store signage regarding it. Blocked off waiting room seats or other areas are in order to maintain physical distance, and we require compliance.

Dispensing, Delivery and Custom Fittings:

All eyewear, as a part of our final inspection and quality assurance will be adjusted to fit flat and straight on your face prior to you putting them on. This means in most cases the glasses will fit you comfortably without any adjustments. However, if it's necessary that adjustments be made, Standard Optical opticians may make the adjustments and all tools will be disinfected before and after use and the patients frame will also be disinfected which may include alcohol wipe, soap and water or ultrasonic cleaning. Standard Optical cannot be responsible for any damage that may be caused during the frame cleaning and disinfecting process. We will take every precaution to care for your frame during the cleaning process. Separate "custom fit / adjustment" appointments can be made at discretion of management. For a small fee, eyeglass orders can be shipped directly to your house, along with a hard case and cleaning cloth. These eyeglass transactions are eligible to ship to patient for free: 1) multiple pair orders for the same person 2) Eyeglass transactions over \$350, 3) Stancare Plus member or 4) Opticare Vision Services / Opticare of Utah policyholder. For a shipping fee of \$5.95 we will ship your orders to you. If you prefer to pick up your glasses, the Standard Optical location may require curbside delivery.

**CORONAVIRUS
COVID-19**



Wash Hands, Avoid Contact with Mouth, Nose and Eyes:

We require each patient to wash their hands with antibacterial soap for no less than 20 seconds prior to being seen for an exam. Patients may use in-store sink and facilities to do so. Patient may wear gloves, which also require either a sealed new pair or disinfectant application and gloves will be required to be removed and/or replaced after any person to person or surface contact.

Additional tools and tips can be provided upon request and this document is available in English and Spanish upon request. 100% compliance is expected and we appreciate the efforts made by the patient to comply.

We are honored to be the market leading eye care provider and we take that responsibility very seriously. We expect that all patients respect and honor these protocols to insure a safe and delightful experience for our patients and staff. Our patients are historically respectful and understanding, but in the rare case that you refuse to adhere to our policies or verbal instruction you may be asked to leave. Thank you for your understanding and compliance. We are family. We are Utah. We are in this together.



OPTICARE PLAN:

0-10-130C

Products/Services	Select Network	Broad Network	Out-Of-Network
Eye Exam			
Eyeglass exam	100% Covered	\$10 Co-pay	\$40 Allowance
Contact exam	100% Covered	\$10 Co-pay	\$40 Allowance
Routine Dilation	100% Covered	Retail	Included above
Contact Fitting	100% Covered	Retail	Included above
Standard Plastic Lenses			
Single Vision	100% Covered	\$10 Co-pay	\$70 Allowance for lenses, options, and coatings
Bifocal (FT 28)	100% Covered	\$10 Co-pay	\$70 Allowance for lenses, options, and coatings
Trifocal (FT 7x28)	100% Covered	\$10 Co-pay	\$70 Allowance for lenses, options, and coatings
Lens Options			
Progressive (Standard plastic no-line)	\$10 Co-pay	\$50 Co-pay	
Premium Progressive Options	\$80 Co-pay	\$100 Co-pay	
Polycarbonate	\$20 Co-pay	\$40 Co-pay	
Anti-Reflective	\$40 Co-pay	\$45 Co-pay	
High Index	\$80 Co-pay	25% Discount	
Coatings			
Scratch Resistant Coating	100% Covered	\$10 Co-pay	
Ultra Violet protection	100% Covered	\$10 Co-pay	
Other Options	Up to 25% Discount	Up to 25% Discount	
Edge polish, tints, mirrors, etc.			
Frames			
Allowance Based on Retail Pricing	\$130 Allowance	\$120 Allowance	\$70 Allowance
Additional Eyewear			
Additional Pairs of Glasses Throughout the Year	Up to 50% Off Retail	Up to 25% Off Retail	
Contacts			
Contact benefits is in lieu of lens and frame benefit.	\$130 Allowance	\$120 Allowance	\$95 Allowance
Additional contact purchases:			
Conventional	Up to 20% off	Retail	
Disposables	Up to 10% off	Retail	
Frequency			
Exams, Lenses, Frames, Contacts	Every 12 months	Every 12 months	Every 12 months
Refractive Surgery			
LASIK	20% Off Retail	Not Covered	Not Covered

OPTICARE PLAN:

0-10-160C

Products/Services	Select Network	Broad Network	Out-Of-Network
Eye Exam			
Eye Exam	100% Covered	\$10 Co-pay	\$40 Allowance
Contact exam	100% Covered	\$10 Co-pay	\$40 Allowance
Routine Dilation	100% Covered	Retail	Included above
Contact Fitting	100% Covered	Retail	Included above
Standard Plastic Lenses			
Single Vision	100% Covered	\$10 Co-pay	\$75 Allowance for lenses, options, and coatings
Bifocal (FT 28)	100% Covered	\$10 Co-pay	\$75 Allowance for lenses, options, and coatings
Trifocal (FT 7x28)	100% Covered	\$10 Co-pay	\$75 Allowance for lenses, options, and coatings
Lens Options			
Progressive (Standard plastic no-line)	\$10 Co-pay	\$50 Co-pay	
Premium Progressive Options	\$80 Co-pay	\$100 Co-pay	
Polycarbonate	\$20 Co-pay	\$40 Co-pay	
Anti-Reflective	\$40 Co-pay	\$45 Co-pay	
High Index	\$80 Co-pay	25% Discount	
Coatings			
Scratch Resistant Coating	100% Covered	\$10 Co-pay	
Ultra Violet protection	100% Covered	\$10 Co-pay	
Other Options	Up to 25% Discount	Up to 25% Discount	
Edge polish, tints, mirrors, etc.			
Frames			
Allowance Based on Retail Pricing	\$160 Allowance	\$150 Allowance	\$88 Allowance
Additional Eyewear			
Additional Pairs of Glasses Throughout the Year	Up to 50% Off Retail	Up to 25% Off Retail	
Contacts			
Contact benefits is in lieu of lens and frame benefit.	\$160 Allowance	\$150 Allowance	\$105 Allowance
Additional contact purchases:			
Conventional	Up to 20% off	Retail	
Disposables	Up to 10% off	Retail	
Frequency			
Exams, Lenses, Frames, Contacts	Every 12 months	Every 12 months	Every 12 months
Refractive Surgery			
LASIK	20% Off Retail	Not Covered	Not Covered

OPTICARE PLAN:

0-10-210C

Products/Services	Select Network	Broad Network	Out-Of-Network
Eye Exam			
Eyeglass exam	100% Covered	\$10 Co-pay	\$40 Allowance
Contact exam	100% Covered	\$10 Co-pay	\$40 Allowance
Routine Dilation	100% Covered	Retail	Included above
Contact Fitting	100% Covered	Retail	Included above
Standard Plastic Lenses			
Single Vision	100% Covered	\$10 Co-pay	\$75 Allowance for lenses, options, and coatings
Bifocal (FT 28)	100% Covered	\$10 Co-pay	\$75 Allowance for lenses, options, and coatings
Trifocal (FT 7x28)	100% Covered	\$10 Co-pay	\$75 Allowance for lenses, options, and coatings
Lens Options			
Progressive (Standard plastic no-line)	\$10 Co-pay	\$50 Co-pay	
Premium Progressive Options	\$80 Co-pay	\$100 Co-pay	
Polycarbonate	\$20 Co-pay	\$40 Co-pay	
Anti-Reflective	\$40 Co-pay	\$45 Co-pay	
High Index	\$80 Co-pay	25% Discount	
Coatings			
Scratch Resistant Coating	100% Covered	\$10 Co-pay	
Ultra Violet protection	100% Covered	\$10 Co-pay	
Other Options	Up to 25% Discount	Up to 25% Discount	
Edge polish, tints, mirrors, etc.			
Frames			
Allowance Based on Retail Pricing	\$210 Allowance	\$200 Allowance	\$115 Allowance
Additional Eyewear			
Additional Pairs of Glasses Throughout the Year	Up to 50% Off Retail	Up to 25% Off Retail	
Contacts			
Contact benefits is in lieu of lens and frame benefit.	\$210 Allowance	\$200 Allowance	\$155 Allowance
Additional contact purchases:			
Conventional	Up to 20% off	Retail	
Disposables	Up to 10% off	Retail	
Frequency			
Exams, Lenses, Frames, Contacts	Every 12 months	Every 12 months	Every 12 months
Refractive Surgery			
LASIK	20% Off Retail	Not Covered	Not Covered