



ONLINE MEMBER ACCOUNT

**HOW TO NAVIGATE YOUR
ONLINE MEMBER ACCOUNT**

It sure is easy.

Using the Surency Vision Member Account:

You can easily log in or register for your Member Account at [Surency.com](https://www.surency.com).

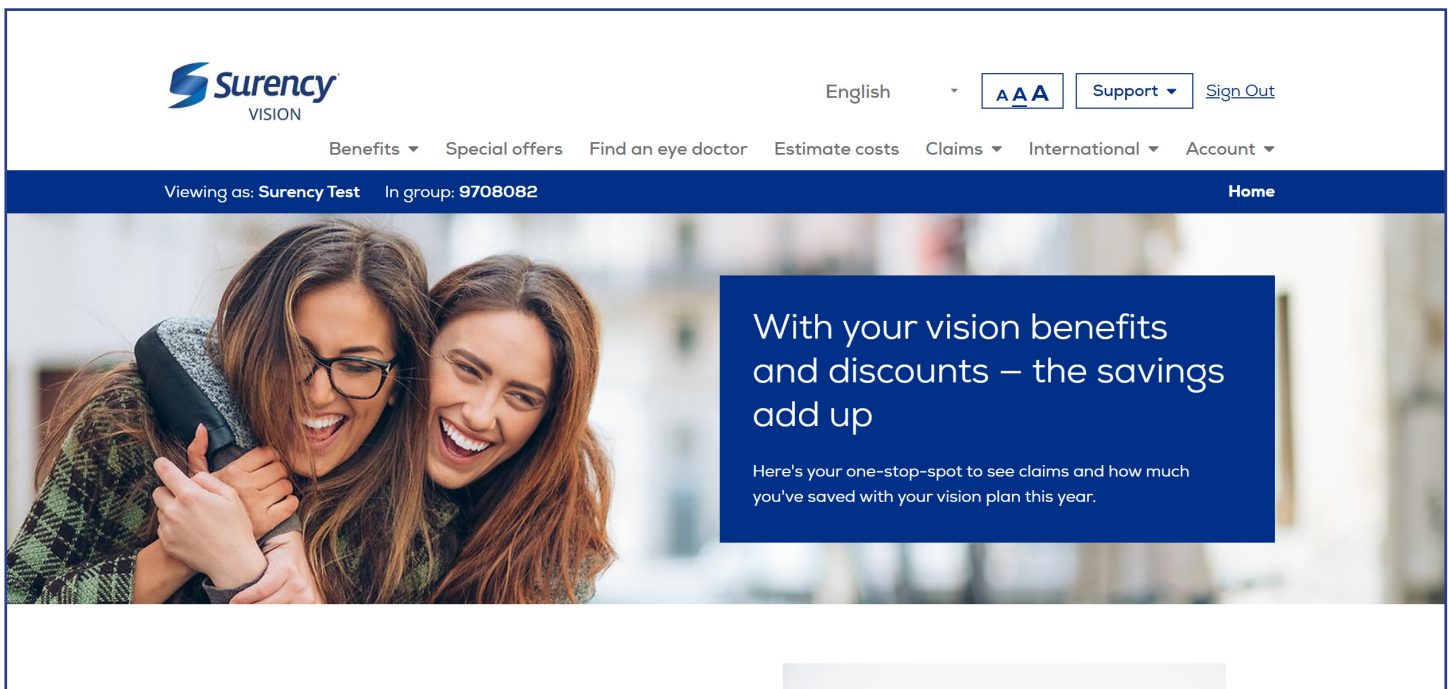
Please Note that dependents over the age of 18 will need to register for their own account.

Learn how to navigate the Surency Vision Member Account by clicking on a topic to learn more.

- + **HOME PAGE**
- + **BENEFITS**
- + **SPECIAL OFFERS**
- + **FIND AN EYE DOCTOR**
- + **ESTIMATE COSTS**
- + **CLAIMS**
- + **INTERNATIONAL**
- + **ACCOUNT DETAILS**
- + **SUPPORT**

It sure is easy.

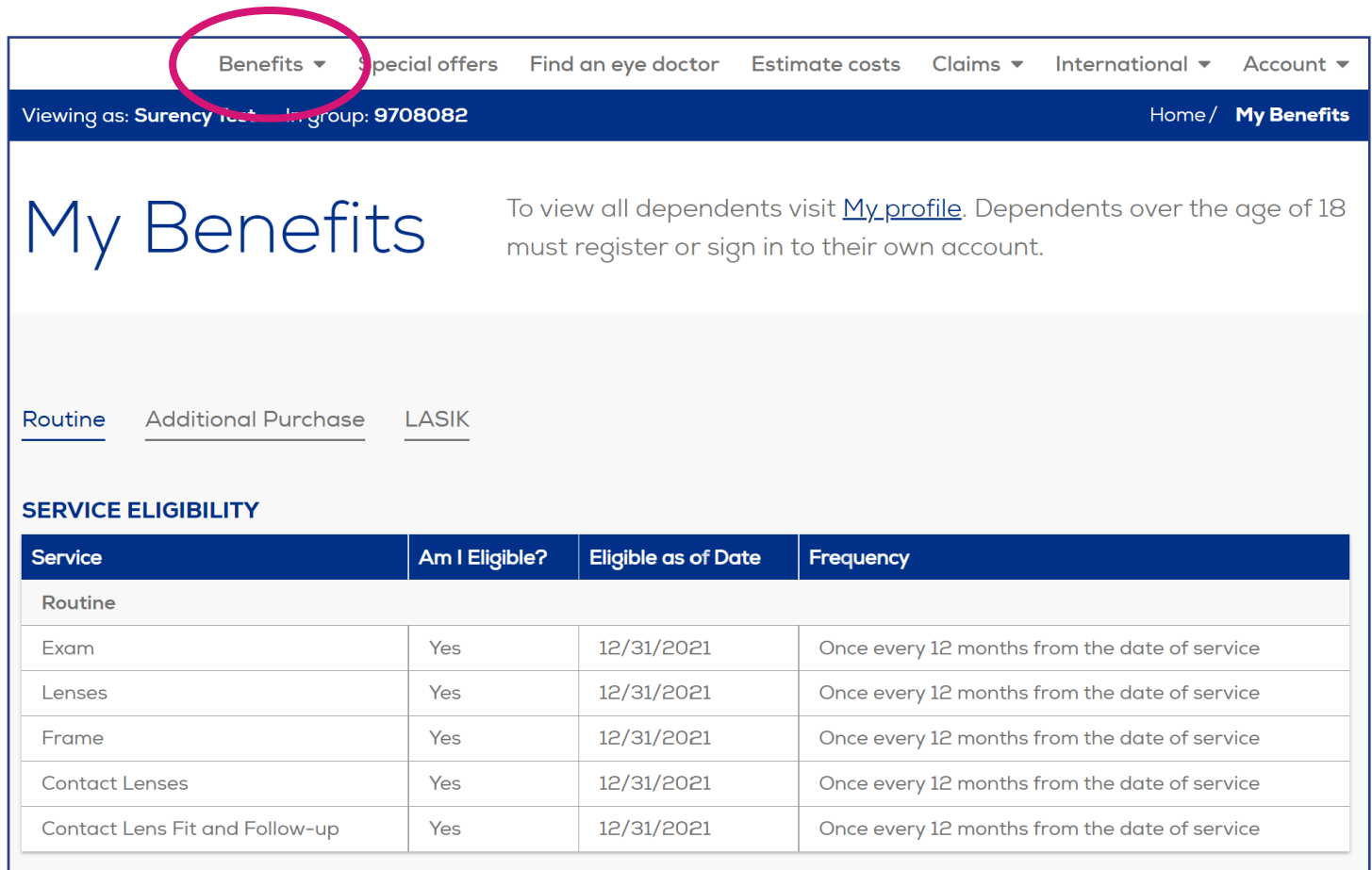
The *Home Page* is what you'll see after logging in at *Surency.com*. This page allows for quick access to a provider search, benefits and to view your latest claims.



It sure is easy.

The **Benefits** tab provides access to eligibility information, benefit coverage and any restrictions.

Additional purchase and LASIK discounts can also be viewed here.



Viewing as: Surency Test Group: 9708082 Home / **My Benefits**

My Benefits

To view all dependents visit [My profile](#). Dependents over the age of 18 must register or sign in to their own account.

[Routine](#) [Additional Purchase](#) [LASIK](#)

SERVICE ELIGIBILITY

| Service | Am I Eligible? | Eligible as of Date | Frequency |
|--------------------------------|----------------|---------------------|---|
| Routine | | | |
| Exam | Yes | 12/31/2021 | Once every 12 months from the date of service |
| Lenses | Yes | 12/31/2021 | Once every 12 months from the date of service |
| Frame | Yes | 12/31/2021 | Once every 12 months from the date of service |
| Contact Lenses | Yes | 12/31/2021 | Once every 12 months from the date of service |
| Contact Lens Fit and Follow-up | Yes | 12/31/2021 | Once every 12 months from the date of service |



SPECIAL OFFERS

It sure is easy.

Use the *Special Offers* tab to find the latest member-only special offers that include discounts and rebates on things like frames and contacts. New offers are added often, so be sure to check this page before heading to your next appointment.

The screenshot shows the Surency VISION website interface. The top navigation bar includes the Surency VISION logo, a language selector set to English, a font size selector set to AAA, a Support dropdown menu, and a Sign Out link. Below this, a secondary navigation bar contains links for Benefits, Special offers (highlighted with a pink circle), Find an eye doctor, Estimate costs, Claims, International, and Account. A status bar below the navigation indicates the user is viewing as 'Surency Test' and is in group 'S709092'. The main content area features a large banner for LensCrafters. The banner includes the LensCrafters logo, a printer icon, and the text: 'Exclusive \$50 Bonus on top of EyeMed Vision Benefits for a new look from LensCrafters'. Below this, a paragraph states: 'Explore a wide assortment of designer frames at LensCrafters and enjoy a \$50 bonus on top of your benefits to use on a personalized vision solution.' At the bottom of the banner, there are links for 'Disclaimer' and 'Download PDF', and an expiration date of 'Expires: 01/31/2023'. The background of the banner is a photograph of a young girl with blonde hair wearing glasses and blowing bubbles.




FIND AN EYE DOCTOR

It sure is easy.

The *Find an Eye Doctor* tab will automatically search for a provider in your network. You can search for a provider by location, doctor name, hours & scheduling, services or products provided, languages spoken and more. Once you find your provider you can even schedule an appointment at select locations directly from your Member Account.


You can also find online and LASIK in-network providers on this page.


EnglishAAASupportSign Out


BenefitsSpecial offersFind an eye doctorEstimate costsClaimsInternationalAccount

Viewing as: **Surency Test** In group: **9708082** Home/ **Provider Locator**

Find an eye doctor

[Search by location](#)

[Search by doctor](#)

[Online & Lasik](#)

Zip code


SEARCH BY ZIP



ESTIMATE COSTS

It sure is easy.

Use the *Estimate Costs* tab to estimate your out-of-pocket costs before your next appointment. This tool includes simple, clear definitions of common vision products and add-ons. You'll receive a range of costs based on your choices and applied vision benefits.



English ▼ AAA Support ▼ Sign Out


Benefits ▼ Special offers Find an eye doctor **Estimate costs** Claims ▼ International ▼ Account ▼

Viewing as: Surency Test In group: 9708082 Home / **Know Before You Go**

What are you looking for?


Select the service you want an estimate for

Estimated out of pocket cost **\$0**



Eye Exam Only

Determine your estimate for a new prescription




Vision Products

Choose estimate for glasses or contacts

EXAM ONLY ESTIMATE

Estimated Out of Pocket Cost: **\$0**




Your Selections

Eye Exam Only

You saved \$115!

RESTART

 **Special Offers**

See special offers to use on top of your existing benefits.

LENSCRAFTERS

Exclusive \$50 Bonus on top of EyeMed Vision Benefits for a new look from LensCrafters

Get Offer Expires 05/31/2023

GLASSES.COM

Get up to \$200 off any pair of designer sunglasses at Glasses.com™

Get Offer Expires 12/31/2023

Member Discounts

In addition to your vision benefits, you can also grab extra discounts just for being a member:

- Reduced out-of-pocket on balances over your frame allowance
- Discount on balances over your conventional contact lens allowance
- Access to special offers and coupons that are always updated in your Member Web account

Discounts are not insurance.

Book an appointment with your provider


Enter your zip code to search for providers near you and book your appointment.




zip code





FIND YOUR PROVIDER

It sure is easy.

Use the *Claims* tab to view past claims for you and your dependents under the age of 18. Here you can click to view your Explanation of Benefits for each claim.




English    [Sign Out](#)

Benefits  Special offers Find an eye doctor Estimate costs **Claims ** International  Account 

Viewing as: **Surency Test** In group: **9708082** Home / **My Claims**


Claims

Don't see a covered family member's claims? Privacy rules only allow us to show claims for dependents under 18. Anyone older will need to create a separate account.



Looks like someone's due for an eye exam.

FIND AN EYE DOCTOR

My Claims Close 



INTERNATIONAL

It sure is easy.

The *International* tab provides details on using your benefits outside of the United States. As a Surency Vision member, you get international travel perks including temporary emergency glasses within 24 hours.


The screenshot shows the Surency Vision website interface. At the top left is the Surency VISION logo. To the right are links for English, a font size selector (AAA), Support, and Sign Out. Below these are navigation links: Benefits, Special offers, Find an eye doctor, Estimate costs, Claims, International (highlighted with a red circle), and Account. A dark blue banner below the navigation contains the text "Viewing as: Surency Test" and "In group: 9708082". Below the banner is a large white section with the heading "Vision care without borders". Underneath this is a large image of an older man with a beard and glasses, smiling. To the right of the image is a dark blue box with the text "International Travel Solution" and a paragraph: "A lot can happen when you travel overseas. If something happens to your eyewear, your vision benefits can help get your trip back in focus."



ACCOUNT DETAILS

It sure is easy.

Use the **Account** tab to view your account details, update your communication preferences, update your password and print your member ID card.



English ▼ AAA Support ▼ Sign Out

Benefits ▼ Special offers Find an eye doctor Estimate costs Claims ▼ International ▼ Account ▼


Viewing as: **Surency Test** In group: **9708082** Home / **My Profile**

Hello, Surency

UPDATE PASSWORD


Account details

Everything look OK? If not, you'll want to reach out to your HR administrator to update. Close ⊖

| First name | Last name | Street address | Apartment number, suite, etc. |
|----------------|-----------|--|-------------------------------|
| Surency | Test | Viewing as: Surency Test In group: 9708082 Home / Print My ID Card | |
| Address line 3 | City | <h2>Print ID card</h2> <p>Need a new ID card? You're in the right place.</p>  <div><h3>Replace your ID card – or don't.</h3><p>You don't actually need an ID card to use your vision benefits, just your name and birthday. That's it. But if you'd like to have it with you, grab a new one in seconds.</p><div>PRINT ID CARD</div></div> | |
| Group | Mas | | |

It sure is easy.

Under the *Support* tab you'll find access to FAQs, resources and contact information.



English ▾ AAA **Support ▾** [Sign Out](#)

[Benefits ▾](#) [Special offers](#) [Find an eye doctor](#) [Estimate costs](#) [Claims ▾](#) [International ▾](#) [Account ▾](#)

Viewing as: **Surency Test** In group: **9708082** Home/ **FAQ**

FAQs

Whether you're familiar with how vision insurance works, or new to the vision benefit – you're bound to have some questions.

Find answers to your questions here

Filter by category
View all ▾

Finding an eye doctor

OPEN

How do I find an eye doctor in my network?

Open +