



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.

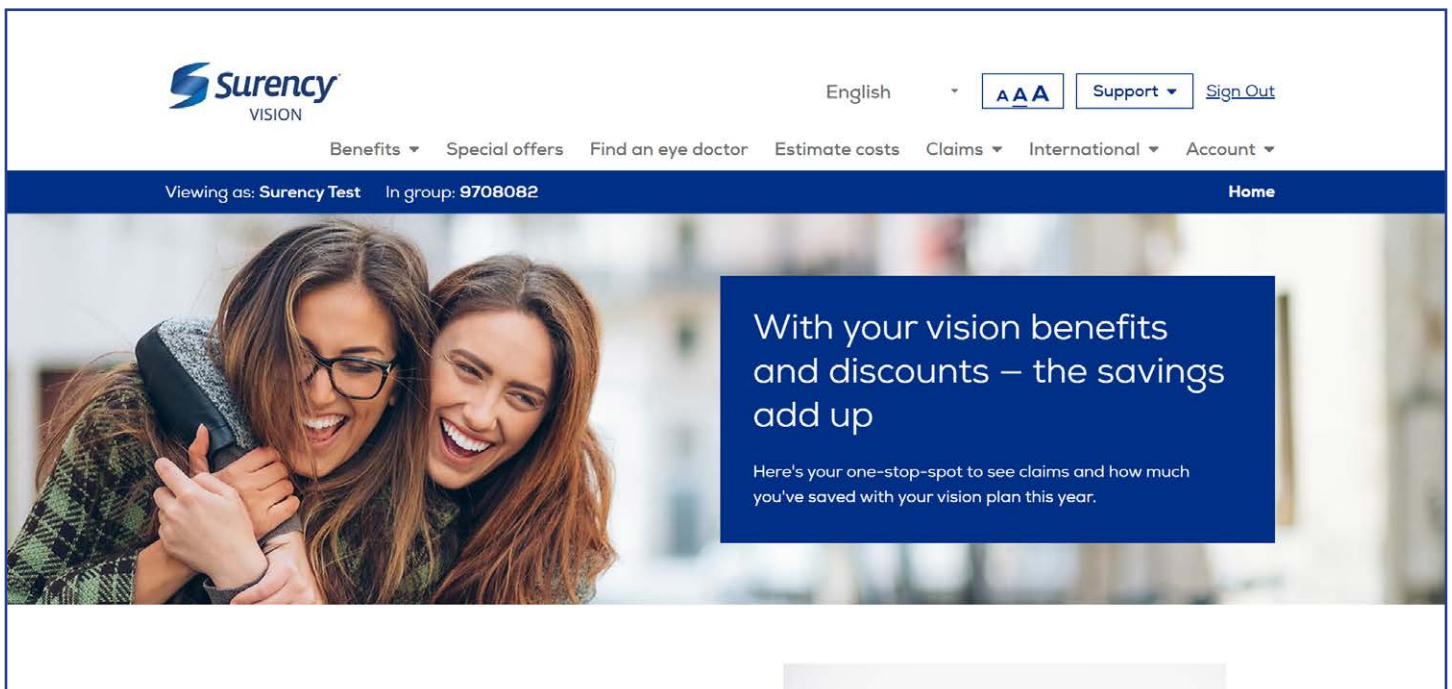
- + **HOME PAGE**
- + **BENEFITS**
- + **SPECIAL OFFERS**
- + **FIND AN EYE DOCTOR**
- + **ESTIMATE COSTS**
- + **CLAIMS**
- + **INTERNATIONAL**
- + **ACCOUNT**
- + **SUPPORT**



HOME PAGE

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.





BENEFITS

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.

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

Viewing as: Surency network 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.

Surency
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English Support [Sign Out](#)

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

Viewing as: Surency Test In group: 5708082 Home/ **Special Offers**

LENSCRAFTERS

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

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.

[Disclaimer](#) [Download PDF](#) Expires: 01/31/2023



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.

The screenshot shows the Surency VISION website interface. At the top left is the Surency VISION logo. To the right are links for 'English', 'Support', and 'Sign Out'. Below these are navigation tabs: 'Benefits', 'Special offers', 'Find an eye doctor' (circled in red), 'Estimate costs', 'Claims', 'International', and 'Account'. A dark blue bar below the navigation contains the text 'Viewing as: Surency Test In group: 9708082' on the left and 'Home / Provider Locator' on the right. The main content area has the heading 'Find an eye doctor' and three search options: 'Search by location' (with a location pin icon), 'Search by doctor' (with a doctor icon), and 'Online & Lasik' (with a laptop icon). At the bottom, there is a 'Zip code' input field and a 'SEARCH BY ZIP' button.



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.

The screenshot shows the Surency VISION website interface. At the top, there is a navigation bar with the Surency logo, a language selector set to 'English', a font size selector 'AAA', and links for 'Support' and 'Sign Out'. Below this is a main menu with options: 'Benefits', 'Special offers', 'Find an eye doctor', 'Estimate costs' (highlighted with a red circle), 'Claims', 'International', and 'Account'. A secondary bar indicates 'Viewing as: Surency Test' and 'In group: 9708082', along with 'Home / Know Before You Go'.

The main content area asks 'What are you looking for?' and prompts the user to 'Select the service you want an estimate for'. It shows an 'Estimated out of pocket cost \$0'. Two main options are presented: 'Eye Exam Only' (with an icon of an eye) and 'Vision Products' (with an icon of glasses). The 'Eye Exam Only' option includes the text 'Determine your estimate for a new prescription'. The 'Vision Products' option includes 'Choose estimate for glasses or contacts'.

A callout box provides a detailed view of the 'Eye Exam Only' selection. It shows 'Estimated Out of Pocket Cost: \$0' and 'Your Selections' including 'Eye Exam Only' with a note 'You saved \$115!'. There is a 'RESTART' button. Below this, there are 'Special Offers' from 'LENSCRAFTERS' and 'GLASSES.COM'. On the right side of the callout, there are 'Member Discounts' and a 'Book an appointment with your provider' section with a zip code input field and a 'FIND YOUR PROVIDER' button.



CLAIMS

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.

Surency
VISION


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 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.

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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.

The screenshot shows the top navigation bar of the Surency account page. On the left is the Surency VISION logo. In the center, there are links for "Benefits", "Special offers", "Find an eye doctor", "Estimate costs", "Claims", "International", and "Account". The "Account" link is circled in red. On the right, there are buttons for "English", "AAA", "Support", and "Sign Out". Below the navigation bar, a dark blue bar displays "Viewing as: Surency Test" and "In group: 9708082".

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.
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Surency

Test Viewing as: Surency Test In group: 9708082

Home/ [Print My ID Card](#)

Address line 3

Print ID card

Need a new ID card? You're in the right place.

Group

Mer



Replace your ID card – or don't.

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.

PRINT ID CARD



It sure is easy.

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

The screenshot shows the Surency VISION website interface. At the top left is the Surency VISION logo. To the right, there are links for 'English', 'AAA', 'Support' (highlighted with a red circle), and 'Sign Out'. Below these are navigation links: 'Benefits', 'Special offers', 'Find an eye doctor', 'Estimate costs', 'Claims', 'International', and 'Account'. A dark blue banner below the navigation contains the text 'Viewing as: Surency Test' and 'In group: 9708082' on the left, and 'Home / FAQ' on the right. The main content area features a 'FAQs' section with the text: 'Whether you're familiar with how vision insurance works, or new to the vision benefit - you're bound to have some questions.' Below this is a section titled 'Find answers to your questions here' with a 'Filter by category' dropdown menu set to 'View all'. At the bottom, there is a card for 'Finding an eye doctor' with an 'OPEN' button and a question 'How do I find an eye doctor in my network?' with an 'Open +' button.