



Superior Vision®
Our Members. Our Mission.

#1 in Customer Service And We Can Prove It

In a 2006 independent survey[†] conducted by the nation's premier consumer research firm, Superior Vision was rated #1 in the Customer Service dimension. This honor reflects our stellar commitment to delivering exceptional member experiences to our clients' employees and their dependents.

Here's how we continue to earn this industry distinction every day

A Member-Centric Approach to Service. Embodied in our tagline – Our Members. Our Mission. – we put our members first; everything we do creates an experience, not a transaction. From our telephone greeting – “How May I Provide You With Superior Service Today?” to every member interaction, we are here to help our clients' members achieve their goals – superior vision for themselves and their covered dependents.

An Unrivaled Provider Network. Employees can select from a wide choice of vision providers. The Superior Vision network – the largest, most diverse network nationwide – consists of ophthalmologists, optometrists, opticians, and optometric chain locations.

Flexible Provider Selections. Employees have the freedom to use different providers for eye exams and materials (eyewear or contact lenses). This allows the member to maximize product selection opportunities and optimize their benefit value.

Fast, Efficient Services. Our plan offers access to a national network featuring the most “one-hour” and “same-day” optical/optometric chain locations of any vision plan available.

Paperless Systems. In-network providers take care of all claims and paperwork so there is no burden on our members.

Interactive Website. Members have access to Superior Vision's interactive website for benefits, provider listings, vision educational materials, and more at www.superiorvision.com.

Refractive Surgery Discounts. We have contracted with more ophthalmic surgeons nationwide than any other plan, providing our members with substantial discounts on refractive procedures, such as LASIK.

Superior Vision's SmartAlert Total Wellness Initiative. Provides you with an important conduit for sharing the findings of your eye exam, at your discretion, with your primary care physician or wellness plan administrator. Vision exams can play an important role in the accurate diagnosis and monitoring of conditions which may impact your total wellness or larger health issues.

[†]For more information on these national survey results, please visit www.superiorvision.com to view the survey press release.