

Vision Coverage Frequently Asked Questions

Q. How do I know if I have vision coverage?

A. You can view your employee benefits statement on the WSU Pipeline (<http://pipeline.wayne.edu>). Once you are logged on click the “**Employee**” tab, under “**Employee Self-Service**” click on “**Benefits and Deduction**”, click on “**Benefit Statement**”, then click on the “**Select**” button.

Q. What is my member ID number?

A. Your EyeMed vision coverage ID number is your 9-digit Wayne State University employee ID number (or Banner ID number). It is displayed on your paycheck stub in the upper left corner (**Ident. No.**) or on your One Card next to your photo. **If you do not have a One Card and do not know your Banner ID number please contact our office at 577-3717.**

Q. Will I receive a separate ID card for the vision coverage?

A. Yes, an ID card will be provided by EyeMed to all vision plan participants. Your group number and name will be displayed on your card.

Q. How can I contact EyeMed?

A. You can reach EyeMed’s customer service department at **1-866-9-EYEMED**.

Q. How can I find a participating eye doctor?

A. A complete listing of provider locations can be accessed through the EyeMed website at www.enrollwitheyemed.com (click on “**Provider Locator**”); or by calling **1-866-9-EYEMED**.

Q. How do I use my vision benefits?

A. To access your EyeMed benefit:

1. Locate a Provider. (www.enrollwitheyemed.com)
2. Schedule an appointment. At the time of the appointment, please mention that you are an EyeMed member.
3. When you arrive, identify yourself as an EyeMed Vision Care member and present your ID card.
4. The EyeMed provider will take care of the rest!