

What is my EyeMed group ID number?

The HelloFresh group ID number is 1029949.

What is EyeMed's website, customer service and phone number?

EyeMed's website is eyemed.com. The EyeMed Customer Care Center's phone number is 866-800-5457. Representatives are available Monday through Saturday, 7:30am – 11:00pm EST, and Sunday 11:00am – 8:00pm EST.

Will I get a new ID card?

Welcome kits will be sent if you enroll in the vision plan. The kit contains two ID cards in the subscriber's name, a benefit summary, and a list of the 10 closest providers (based off home address). ID cards are NOT needed to use the vision benefit. Members can provide their name and DOB OR can download the EyeMed app where they can find a digital ID card.

How do I find an in-network provider?

There are a couple of ways you can find an in-network provider: 1. The provider list that is included in the Welcome kit; 2. Visit EyeMed.com to search for a provider in the Insight network; 3. Download the mobile app.

Are any of the retail stores in-network with EyeMed?

EyeMed has more than 100,000 network providers to choose from. Some of the retail chains include LensCrafters, Pearle Vision, and Target Optical.

How do I view my claims?

Your claim information can be found on the EyeMed.com member website, or you can also see if you are eligible for a benefit on the EyeMed app.



Does EyeMed have a mobile phone app that I can download?

Yes, download the EyeMed Members App (App Store or Google Play) to get the same features, plus the ability to save a vision prescription, set an eye exam reminder or save your ID card to your wallet (iOS only).

Does EyeMed offer any additional discounts?

Yes, at in-network providers, members get extra savings off complete additional pair of eyeglasses or non-prescription sunglasses and accessories. Also, EyeMed offers a discount on LASIK laser vision correction. Learn more about LASIK or call 800-988-4221 to find a US Laser Network provider.