

What is an Eyecare Plan?

The Eyecare Plan is a personalised voucher for you that entitles you to eyecare services.

How do I use the Eyecare Plan?

When you request the Eyecare Plan you will choose an optician to visit. Make an appointment with the optician and take your voucher, they will guide you through the process, including conducting an eye sight test and choosing your glasses (if they are prescribed for you).

What if my preferred optical practice is not listed?

You must visit the optician you choose when you request the Eyecare Plan. If you are having trouble locating an optician in your region, please contact our Customer Service team. Do not visit a different optician as we cannot reimburse you for any costs you might incur.

Will I receive a full eye and eyesight test, or just have my vision checked?

The test you receive will be conducted by a suitably qualified optometrist or ophthalmic medical practitioner. The examination is a full eye and eyesight test as defined by the Optician Act 1989. You should ask the ophthalmologist to check your vision at the distance(s) you normally work.

What if I am entitled to an NHS funded sight test?

Vocational and occupational sight tests are not covered by the NHS. As such, your employer will still fund your eye and eyesight test. This will not affect any rights you might have to receive your own NHS sight test.

How often may I claim an employer-funded sight test or glasses?

You may make a request if either you feel that your eye sight has changed or every two years, whichever is the sooner. However, if you have received this service previously and less than half of the time scheduled for your next examination has elapsed, you might be referred to your employer for specific authorisation.

What about after-sales service?

All after-sales service will be provided by the optical practice you visited. Any problems should be reported to them immediately.

Do you have a complaints procedure?

Yes. All matters relating to your sight test or glasses should first be directed to the optical practice. All other complaints should be made in writing by email to complaints@eyecareplans.co.uk. You must use the subject line of "Complaint". You will receive an acknowledgement to your complaint within 48 hours. You will receive a written response to your complaint within 10 working days.

MORE QUESTIONS?

Call our helpline on 01280 851113
Enquiries@GemelliEB.co.uk
www.GemelliEmployeeBenefits.co.uk