

Important Provider Information

All network providers accept new patients at the locations listed on this site. However, information about the providers is updated on a daily basis. As a result, the information about the providers may have changed. Please contact the provider office or contact customer service to confirm their participation, as their status will have an impact on your benefits. When you see a provider that has left our network or if you see a provider or location not listed in this directory, your out of network benefit will apply and your cost share will increase.

Members who request information regarding their benefits coverage will receive confirmation if a provider covers services under their plan at the time of the request.

How we build our vision network

Our vision network consists of a variety of provider types across the country: from large, national brands to small, independent practitioners. To ensure all members have access to providers who meet their needs, we look at the number and distribution of network access points in specific areas. We make outreach to providers as needed in order to recruit them to our network. We also accept requests from employers, members, and providers to accommodate needs and preferences.

If you do not see your local eye care provider as part of our provider network search results and would like to suggest that they become part of your Vision plan network, please utilize our [provider nomination form](#).

Network Provider Quality

Providers must complete our credentialing verification process before joining the network and every three years thereafter. Between credentialing verifications, we monitor provider quality through a variety of efforts including our Quality Management Program. These efforts include monitoring:

- Access to care
- Quality of care and quality of service
- Trends in grievances and appeals

to obtain a printed copy of our provider directory, or to speak with a Customer Service Representative, call 1-800-638-3120.

If you feel that any of the information provided by our provider directory search was not accurate, please, [report incorrect information](#), or call us at 1-800-638-3120.

Connecticut

Any provider included in this directory is listed for outpatient services. In addition, the directory includes information regarding whether the provider is currently accepting new patients.