

# Frequently Asked Questions

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## At what age should children first visit the eye doctor?

The American Optometric Association recommends that children should have their first eye exam with an optometrist or ophthalmologist between six months of age and one year. The doctor will check for nearsightedness, farsightedness, astigmatism, amblyopia (or “lazy eye”), proper eye movement and eye alignment, how the eye reacts to light and darkness, and other eye health problems. They also recommend that their next eye exam should take place sometime between the ages of 3 and 5, and then every year after that. During these exams, the doctor will conduct a comprehensive eye exam as well as vision screening tests.

## When can members begin using their vision and other benefits?

Members can begin using their benefits on their program’s effective date, subject to the terms and conditions of the program.

## Can members access their AWA OpticAssure membership information online?

Yes, membership includes access to our secure online Member Portal: [myhealthmembers.com](https://myhealthmembers.com). Once logged in, members can view, download and print their member materials, including ID card and benefits guide, as well as access phone numbers, web links and information regarding their AWA OpticAssure membership.

## How can members try on the glasses?

Members can simply go to [unitedvisionplan.com](https://unitedvisionplan.com), and start browsing. With their Virtual Try On, members can upload a picture and see how any frame looks on them.

If members need assistance, UVP customer support is available 24/7 by phone at **(800) 680-3106** or email at [info@unitedvisionplan.com](mailto:info@unitedvisionplan.com).

## Can members use their benefits when they order contacts online?

Members have an allowance of \$100 towards contact lenses once every 24 months.

## How will members identify the monthly drafts from their account?

All drafts will have “**PHS-HEALTH-BILL**” listed as the originator of the drafts.

## Do members need to submit claims?

With this vision plan there is ZERO paperwork. Members simply go online and order their new glasses.

## Who can members call for help?

Members can contact AWA’s Customer Service at (214) 436-8881 and one of our friendly representatives will be glad to help them!