

NATIONAL VISION ADMINISTRATORS NATIONAL PROVIDER NETWORK ACCESS PLAN

HOW NVA BUILDS OUR VISION NETWORKS

The NVA national network of eye care providers includes independent providers, retailers and optical shops that provide routine eye examinations and optical materials. Our members have access to these providers with freedom of choice, as to which provider(s) they may choose. NVA builds its network based on the availability of providers in any given area and the ability of those providers to meet NVA's credentialing and participation requirements. Providers that meet NVA's participation requirements receive a contracted reimbursement rate for each service they provide. Providers agree to accept fixed pricing on non-covered services and materials, which limits members' out of pocket expenses, (subject to state law).

Further, between credentialing cycles, as part of our ongoing quality review process, NVA uses the Expirables Monitoring service of the National Association of Vision Care Plans for continuous monitoring of providers. NVA conducts on going monitoring for any applied sanctions, exclusion/disbarment from Federal health care programs, criminal/ convictions, civil actions, member/quality complaints and issues, or changes in licensure status.

NVA surveys its members on an annual basis to assess satisfaction with NVA's vision care network.

MONITORING AND ENSURING NETWORK ADEQUACY

NVA continuously monitors its network to ensure access for its members. NVA's access standards are, unless otherwise mandated by State Law:

- *Urban areas: one (1) provider within ten (10) miles,*
- *Suburban areas: one (1) provider within fifteen (15) miles,*
- *Rural areas: one (1) provider within fifty (50) miles.*

NVA runs reports to analyze and determine the percentage of members who have access to providers in a specified area. If access is determined to be deficient, appropriate measures are taken to improve access. NVA also works to recruit providers when requested by members and clients.

SOURCES OF DIRECTORY INFORMATION

NVA network providers are the source of the information contained in this directory and they are responsible for its accuracy. Changes received from NVA network providers are typically updated once per day. Providers also have the ability to make updates to their information directly via our website. Exclusions may include system outages, system maintenance or upgrades.

This information is subject to change at any time. Members are reminded that, should they choose to use a printed version of a directory, that they need to keep in mind the information included is accurate as of the day the directory was printed. The information found through the provider locator on the website is the most current.

ADDITIONAL MEMBER SERVICES

NVA provides interpreter, language, or other assistance services free of charge. To get more information, please contact NVA by telephone at 1-800-672-7723, TTY: 711 24 hours a day, 7 days a week, or by email at NVA_customerservice@e-nva.com.

If you would like to obtain a paper copy of a provider directory, please contact the NVA customer service department at 1-800-672-7723.

All NVA members are entitled to full and equal access to covered services, including members with disabilities as required by the American Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. NVA does not consider your race, disability, religion, sex, sexual orientation, health, ethnicity, creed, age, or national origin when giving you access to vision care. The NVA network providers are required to do the same.

ASSESSING MEMBER SATISFACTION

Patient Satisfaction Surveys

NVA conducts patient satisfaction surveys monthly.

NVA mails surveys to participants along with a self-addressed stamped envelope for their convenience or through Survey Monkey. The survey includes questions regarding appearance of office, waiting time, services rendered, and satisfaction with exams, selection of frames, and amounts paid.

Patient surveys are essential to our Quality Assurance and Improvement program. Each response is researched and discussed with our consulting optometrist and panel providers, if applicable, to give feedback and resolve potential service problems. NVA surveys up to 10 percent (10%) of paid claims each month.

KEEPING YOU INFORMED

Members are informed of plan benefits, services offered, and complaints and grievance procedures in their benefit summary brochures, certificates of coverage, or summary plan descriptions provided by their groups.

NETWORK TERMINATIONS

For CT. Members Only:

NVA will notify members who reside in Connecticut when a network provider, utilized by a member in the past 12 months has terminated voluntarily or involuntarily from the network.

PROVIDER QUALITY

NVA ensures that its participating providers meet quality of care standards by using the Expirables Monitoring service of the National Association of Vision Care Plans for continuous monitoring of

providers. NVA conducts on going monitoring for any applied sanctions, exclusion/department from Federal health care programs, criminal/civil convictions, member/quality complaints and issues, or changes in licensure status.

NVA also conducts periodic record reviews to ensure that standards of care are being met and appropriate documentation is present.