Frequently Asked Questions

HEALTHY MISSISSIPPI | nations vision

Q: How does NationsVision work with my health plan?

A: NationsVision partners with your health plan to deliver comprehensive, high-quality vision benefits to over 2 million members nationwide. As a trusted vision care provider in the industry, NationsVision administers your vision benefits through an integrated, member-centric approach.

Q: How do I utilize my vision benefit and find a provider?

A: You have three convenient ways to schedule a vision exam:

- Log in to the **Benefits Pro® Portal or App HealthyMS.NationsBenefits.com** to find a local provider. Use the Provider Lookup tool to search by ZIP code to get a list of nearby providers.
- Call **877-740-2369 (TTY: 711)** to speak with a Member Experience Advisor who can look up providers for you. They can share provider information with you.
- Call your health plan directly for assistance.

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Q: What if I have already completed a vision exam through a different provider?

A: If you completed a vision exam in the past year with any provider, you can use that prescription to purchase glasses or contact lenses through NationsVision's in-network providers. Check your plan benefits to confirm eligibility and bring your valid prescription when ordering.

Q: What is the cost of a vision exam?

A: Vision exams are almost always covered at 100%, which means members typically have no out-of-pocket costs and no copays.

Q: What type of glasses and contacts do you offer?

A: Under the NationsVision plan, you can use your benefit to buy any brand of glasses or contact lenses (if medically necessary). Eye doctors at in-network locations will show you all the options and help you choose the best ones. All lenses are made with high-quality materials.

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Q: What if my glasses are damaged or lost?

A: If your glasses are damaged or broken, they may be covered under the manufacturer's warranty. Coverage varies by brand, but most warranties protect against material defects for up to one year. Many glasses also include a scratch-resistant coating warranty, and some retailers offer optional protection plans for accidental damage. However, lost glasses are generally not covered by any warranty. Be sure to review the store's return and replacement policies before making your purchase.

Q: Is there a return policy?

A: Most locations have a 30-day return policy, but this may vary. If you're not satisfied with your glasses, please review the store's return policy before making a purchase.

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