NVA Member Portal: FAQs

General Questions

Who do I contact if I need help?

For questions about your benefits or account, contact NVA Member Services at **800-672-7723, TTY: 711**, or email **service@e-nva.com**. For registration, login, password, navigation, or general website questions, email **webcustservice@e-nva.com**. For error messages or other technical problems, email **techsupport@e-nva.com**. Please include your name, phone number, browser and operating system, the page url address, and a description of what occurred so we can quickly remediate the issue.

What are NVA's customer service hours?

NVA Member Services is available **24 hours a day, seven days a week, 365 days a year**.

Where can I download member materials?

After logging in, select **Resources**, then **Subscriber Materials**. Select the title or link icon for the item you need. Documents may open in a new browser window and can be downloaded or printed.

How do I update my email or mailing address?

You can update your email address by selecting your initial icon in the top right corner and clicking **Profile Settings**, or by contacting NVA Member Services. Please reach out to your employer's Human Resources or benefits department for changes to your mailing address or other personal information.

Eligibility

How do I check if I am eligible for vision benefits?

Select **Benefits & Eligibility** from the portal menu. If more than one person is covered under your plan, select the individual whose information you would like to view. The individual's current status and benefit details will then be displayed.

How can I see what my allowance is for frames or contact lenses?

Go to **Benefits & Eligibility**, select the covered individual, and review the applicable frame, lens, or contact lens benefit information. Allowances and benefit frequencies vary by plan.

Can I view benefits for my dependents?

Yes. Dependents who are enrolled under your plan will appear on the Benefits & Eligibility page. Select a dependent's name to view their eligibility and coverage information.

NVA®

Got Questions?

We've Got The Answers.



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ID Cards

How do I print my vision ID card?

Select **ID Card** from the portal menu, then select **Print ID Card** below the card image.

Can I use my vision benefits without my ID card?

Yes. An ID card is not required to receive services from a participating provider. Tell the provider that NVA administers your vision benefit so the office can verify your eligibility.

Claims

When should I submit a claim instead of using an in-network provider?

You generally do not need to submit a claim when you use an in-network provider. Submit a reimbursement claim when you receive covered services from an out-of-network provider and your plan includes an out-of-network benefit. You will usually pay the provider at the time of service and then request reimbursement from NVA.

How do I check the status of my claim?

Select **View Claims** from the portal menu and choose the covered individual. The claim list will display the claim number, date of service, and current status. Select the claim number to view additional details.

How long does claim processing take?

Processing time may vary depending on whether the claim is complete and whether additional information is needed. You can monitor the claim through the Claims section of the portal or contact Member Services for assistance.

What documents do I need to submit with my claim?

Submit a completed out-of-network claim form and an **itemized, paid receipt** showing the services or materials received, the date of service, the amount charged, and the amount paid. Complete any applicable employee, provider, or eyewear-dispenser sections of the form. Additional documentation may be requested if needed to process the claim.

Provider Search

How do I search for a provider near me?

Select **Provider Search** and enter your five-digit ZIP code. Adjust the search radius, from five to 30 miles, and select **Find Provider**. You may also search by state and refine the search by city, provider name, doctor's last name, county, or ZIP code.

What if my doctor isn't listed?

You can nominate your eye doctor for consideration by selecting **Nominate a Provider** and completing the online form. NVA will contact the provider and invite them to participate in the network. You may also contact Member Services for assistance.

Using Benefits Online

Can I order glasses online using my NVA benefits?

Online shopping options may vary based on your plan. Log in to the portal and select the online shopping option at the bottom of the home page to see the retailers and purchasing options available to you.

Which online retailers participate with NVA?

Contact Fill is an NVA in-network online provider for contact lenses and allows members to apply eligible NVA contact lens benefits. Additional online options for eyeglass frames and lenses may vary by plan and should be confirmed through the portal.

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