



## Important information regarding coronavirus:

As we navigate this unprecedented time, the well-being of our members, colleagues and communities is our top priority.

We are committed to helping provide the support and solutions you may need as developments unfold. We are here for you today and in the months ahead when we hope to return to some sense of normalcy.

We encourage everyone, including our employees, to take the following steps to prevent illness and the spread of the virus:

<p><b>Clean your hands often</b></p> <p>Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.</p>	<p><b>Avoid close contact by social distancing</b></p> <p>Avoid large gatherings and maintain a distance of 6 feet from other people.</p> <p>This reduces the chance of contact with those knowingly or unknowingly carrying the infection.</p>	<p><b>Cover your mouth and nose with a cloth face cover when around others</b></p> <p>You could spread COVID-19 to others even if you do not feel sick.</p> <p>Wear a cloth face cover when you have to go out in public, for example to the grocery store or to pick up other necessities.</p>
<p><b>Cover coughs and sneezes</b></p> <p>If you are in a private setting and do not have on a cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.</p>	<p><b>Clean and disinfect</b></p> <p>Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.</p>	<p><b>Stay home if you are sick</b></p> <p>Keeping distance from others is especially important for people who are at higher risk of getting very sick.</p>

Source: cdc.gov

### Our Offices.

In an attempt to reduce the spread of COVID-19, Heritage Vision Plan's offices are closed and employees are working remotely from home. Our functionality will not be impaired in providing service. Heritage is open for business as usual!

## Our Providers.

As a Heritage Vision Plans provider, you are the “public face” of the vision care programs we provide, and we value the relationship we have with you. Thank you for the work you are doing to be part of the solution to this unprecedented public health crisis.

### Provider Office Hours and Available Services

If possible, please update your website to indicate whether you are temporarily closed or have reduced hours. If your office is open, please describe available services.

We recommend members follow CDC guidelines by postponing routine eye exams but understand Essential Eye Care may be required.

### Claims Processing

We do not anticipate any significant delays in claims processing but encourage you to submit claims through the Heritage Provider Web Portal.

Providers may access the Heritage Provider Web Portal at [www.heritagevisionplans.com](http://www.heritagevisionplans.com). Here you can submit claims and obtain authorizations; check member eligibility, and status claim payments 24/7. Registration is required.

Email us at [provider\\_relations@heritagevisionplans.com](mailto:provider_relations@heritagevisionplans.com) for portal registration and assistance.

Paper claims will continue to be timely processed.

### Join our national network of quality providers

If you are not a Heritage Provider, why not take the time now to join a dynamic, expanding network of eye-care professionals and a growing list of the companies they serve.

We anticipate a high number of members seeking routine vision care services in the near future as this pandemic subsides.

Email us at [provider\\_relations@heritagevisionplans.com](mailto:provider_relations@heritagevisionplans.com) for additional information.