

Enrollee

Fall/Winter 2022



Dilated Eye Exam: Why It's So Important

You must have heard your eye doctor ask you whether you want to have your eyes dilated during a previous examination. This article will demonstrate why you should say "yes" to that question.

Pupil dilation is performed to increase the size of the pupils so your provider can fully examine the health of the back part of your eyes. Dilated eye exams are critical in diagnosing vision threatening eye diseases such as glaucoma, macular degeneration, and retinal detachments. Complete evaluation of the back of the eyes can also enable detection of numerous systemic diseases such as diabetes and high blood pressure. Dilated eye exams can also help diagnose life threatening conditions such as eye and brain tumors.

What happens during a dilated eye exam?

The exam is simple and painless. Your doctor will instill drops onto your eyes to relax the muscles of the iris, the color part of the eyes, which in turn allows the pupil to enlarge. A dilated pupil allows more light to get through, hence the field of the view of the back of the eye will be much larger.

How long does it take for the eyes to fully dilate?

Once the drops are instilled, it typically takes 20-30 minutes to achieve fully dilated pupils.

How long does dilation last?

Typically, it takes 4-6 hours for pupils to return back to normal depending on how some individuals react to the medications.

Nondiscrimination Notice

The health plan does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F,
HHH Building Washington, DC 20201

Toll-free: **1-800-368-1019**

TDD: **1-800-537-7697**

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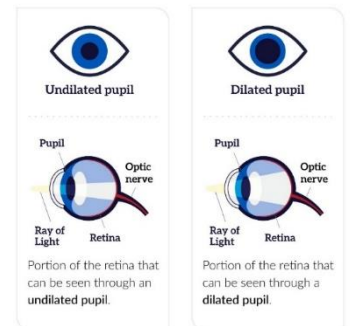
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How does it feel to have dilated eyes?

As your eyes dilate, you will experience increase in blurry vision, affecting near vision more than distance vision. You may also have higher sensitivity to sunlight. Make sure to take your sunglasses with you to your eye exam appointments. Your experience of glare and halos will also heighten. If it is your first time having your eyes dilated or you know your vision is too impaired for driving after the procedure, bring a companion with you to drive you home.

How often do I need a dilated eye exam?

Discuss this with your eye care provider to see what is right for you. Get a dilated eye exam every 1-2 years or more often if you have a systemic condition, have certain eye diseases, or family history of eye diseases. In conclusion, since many eye ailments have no symptoms or warning signs, you could have a problem and not know it. Even if you think your eyes are healthy, having a dilated eye exam is the only way to know for sure.



You can also send it electronically to a website through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Language Assistance

Available

Many EyeMax enrollees speak a language other than English or may prefer to speak another language when discussing their vision health or vision plan benefit matters. Currently EyeMax offers free language assistance to our members. To arrange for this free service, you or your provider may call the Member Services department directly at **1-844-393-6297** to arrange for an interpreter to join the call. Please allow some time for connection to this service.

Face-to-face interpreters in languages other than English (including Sign Language) may be available in some circumstances. Vital Documents such as plan brochures, provider directories, important forms and letters about EyeMax services language rights and certain out-reach materials are currently produced in Spanish. For more information about Language Assistance contact **1-844-393-6297**



Inquiries and Complaints

- ◆ Enrollees (members) are encouraged to contact EyeMax at **1-844-393-6297** regarding any concerns that they may have while obtaining services. EyeMax maintains a grievance process to address these concerns. Enrollee complaints or grievances can be made over the phone or in person, at any EyeMax Provider Office, by obtaining a EyeMax Member Incident Form and submitting it to EyeMax, or by submitting the complaint using the EyeMax website at www.eyemaxinc.com.
- ◆ EyeMax will send notification that the complaint has been received within five calendar days of receiving the complaint, and EyeMax will send a written response to the concerns within 30 days of receipt of the complaint.

- ◆ The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your Health Plan, you should first telephone your Health Plan at **1-844-393-6297** and use your Health Plan's grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency,

a grievance that has not been satisfactorily resolved by your Health Plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a Health Plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department also has a toll-free telephone number

(1-888-466 -2219)

and a TDD line

(1-877-688-9891)

For the hearing and speech impaired.

The Department's Internet Web site at:

**[http://
www.dmhc.ca.gov](http://www.dmhc.ca.gov)**

has complaint forms, IMR application forms, and instructions online.

Public Policy

The Plan welcomes member participation on its Public Policy Committee which meets quarterly. In order to be considered for participation please email memberservices@eye-maxinc.com or call the Plan's Member Services department at **1-844-393-6297**.

Disclosure of Review Processes

Upon request, EyeMax Member Service Department will send you a copy of the guidelines and criteria that are used to determine if a service is covered or not when a provider sends requests to EyeMax for benefits and/or claims for payment to an enrollee, a provider or a member of the general public. You may ask for this information by writing to EyeMax Vision Plan Services, Inc., 530 S. Main Street, Orange, CA 92868, or by calling EyeMax Member Services at **1-844-393-6297**.