



What is an EyecarePlan?

The EyecarePlan is a personalised form for you to hand to your optician. It acts as a voucher that must be presented to the optician in exchange for vocational glasses and a sight test if entitled.

How do I obtain an EyecarePlan?

Follow the instructions on your employer's intranet site and apply online. Your EyecarePlan will be emailed to you or sent via SMS text message immediately.

How do I proceed?

Please refer to the top of your EyecarePlan to see if you are entitled to a sight test:

If ticked YES: First, you must make an appointment with the affiliated Network Optician that you chose when making your request. Attend your appointment and hand the optician your EyecarePlan number. You do not pay for your sight test. The optician will advise if you require vocational glasses.

If ticked No: Whilst you are free to visit any optician for your sight test, you must only attend one of the affiliated Network Opticians listed in the back of this booklet to obtain your vocational glasses. We recommend that you have your sight test at the same Network Optician that you must attend for your vocational glasses.

Will I receive a full eye and eyesight test, or just have my vision checked?

The test you receive will be conducted by a suitably qualified optometrist or ophthalmic medical practitioner. The examination is a full eye and eyesight test as defined by the Optician Act 1989. You should ask the ophthalmologist to check your vision at the distance/s you normally work.

What if I am entitled to an NHS funded sight test?

Vocational and occupational sight tests are not covered by the NHS. As such, your employer will still fund your eye and eyesight test. This will not affect any rights you might have to receive your own NHS sight test

How often may I claim employer funded sight test or glasses?

You may make a request if either you feel that your eye sight has changed or every two years, whichever is sooner. However, if you have received this service previously and less than 50% of the time scheduled for your next examination has elapsed, you might be referred to your employer for specific authorisation.

What about after-sales service?

All after-sales service will be provided by the affiliated optical practice. Any problems should be reported to them immediately.

Do you have a complaints procedure?

Yes. All matters relating to your sight test or glasses should first be directed to the optical practice. All other complaints should be made in writing by email or post. Please be certain to give the following information:

Your EyecarePlan number; Your surname, first name, and title; Your official address; Your e mail address and telephone number (if available); The name & address of optician visited; The date of optician visit; The nature of complaint in detail. Email: complaints@eyecareplans.co.uk. Post: Complaints Department, ASE Corporate Eyecare Ltd, PO Box 9, Robertsbridge, TN32 5ZG. Telephone 0844 800 4028. Fax 0844 800 4758

You will receive an acknowledgement of your complaint within 48 hours.
You will receive a written response to your complaint within 10 working days.

Can I give feedback about the service or glasses in general?

There is an appraisal facility available on your EyecarePortal. This will assist both ASE and your employer, who will be able to see the comments that you give ASE Corporate Eyecare for the quality of both the EyecarePlan service and glasses. If you have a complaint, you should use the 'Complaints Procedure' tab.

ABOUT FRAMES:

What frames will my employer pay for?

You are entitled to an employer funded basic spectacle frame. The frame your company will pay for will be from a collection of eight contemporary styles that are available to view at all affiliated Network Opticians. You may upgrade your frame and purchase one from the affiliated opticians and receive a 15% discount paying the opticians directly.

There are now some additional frame colours available, but at present these are only available to view online or in a printed leaflet held at the optical practice. If you are at all unsure you should make your selection from one of the basic frames you can see at the optical practice. You will NOT be able to return a frame (due to colour issues) once it has been glazed.

What if I want to re-use my own frame?

If you wish to re-use your own frame you will need to purchase the lenses from the affiliated optician (with a 15% discount), and request they glaze the frame. Please note that re-glazes are done entirely at your own risk. ASE no longer re-glazes used own frames.

What if I have a 'rimless' or 'half rimmed' frame?

If your existing frame or newly purchased frame from the optical practice is rimless or a half rimmed, you will need to purchase the lenses from the affiliated optician and receive a 15% discount off the purchased lenses or the complete purchased glasses.

How long will my glasses take to be made?

Glasses will typically take 5 working days, and up to 10 working days for more complex glasses from when the optician sends the completed *EyecarePlan* to ASE. When the glasses are ready you will be recalled to the optician for fitting.

Can I order glasses or use the discount voucher at a later date?

You must choose your glasses and use the discount voucher at the same visit as your sight test.

ABOUT LENSES:

What lenses will my employer pay for?

Your employer pays for standard CR39 plastic lenses. Single vision lenses are always permitted where applicable. However, some employers also permit basic bifocal, progressive (varifocal), and degressive lenses. The type permitted by your employer will be specified on the *EyecarePlan* document.

Can I upgrade my lenses?

You may choose to improve your lenses from the standard lens by purchasing lenses through the affiliated opticians and receiving a 15% discount.

Can I get free varifocals?

This depends on the eyecare policy chosen by your employer. If varifocals are permitted this will be stated on the *EyecarePlan*. Your optician will advise if this type of varifocal is the most suitable. If you are already wearing varifocals, it is best to keep to the same lens or try to match the lens design as closely as possible. It might be worth upgrading your varifocal to the closest matching lens or the same lens.

What if I find varifocal lenses difficult to get used to?

All progressive (varifocal) and degressive lenses come with a 90 day non-tolerance guarantee from the date of supply providing the prescription is correct. In the event that you cannot tolerate the progressive/degressive lenses ordered within this time we will replace the lenses free of charge with single vision or basic D28 bifocal.

What if I experience visual difficulties with the new lenses?

If you find them unsuitable, return them to the optical practice. The optician will check the prescription of the lenses, and if appropriate re-test your sight.

I wear contact lenses; do I get help with the cost?

No. Contact lenses are not covered by the *EyecarePlan*, but you should have glasses for occasions when you cannot wear your contact lenses.

Will I be given a copy of my prescription?

Yes. The optical practice must offer this to you.