



April 3, 2007

Re: EyeMed Vision Care Photochromatic (Transitions®) Lenses

ATTENTION VALUED STATE OF NEW YORK MEMBER:

As of January 1, 2007, EyeMed Vision Care is the administrator of the NYS Vision Plan. We are pleased to have the opportunity to meet your vision care needs. Unfortunately, it has been brought to our attention that your photochromatic lens benefit does not display correctly in our telephone system, provider and enrollee Web sites. Photochromatic lenses are those that automatically darken in the sunlight. **We have taken the necessary steps to correct the issue and as of May 1st, the issue will be resolved. This letter may pertain to you if you purchased photochromatic lenses during the time frame of January 1– April 30, 2007.** If you did not purchase the product during the allotted time frame this issue does not pertain to you.

In the meantime, if you feel you have been incorrectly charged, or if you chose not to purchase photochromatic lenses due to misinformation, please feel free to contact our Customer Care Center at 877-226-1412, using the following prompts:

1. From the main menu, select "Claim Status"
2. Enter or say the Member's ID or Social Security Number
3. Enter or say the Member's date of birth
4. Choose "New York State Standard Plan"
5. Say "Customer Service"

When speaking to a customer service representative, please be prepared to give your eye care provider's name and phone number. We are happy to review your eyewear order and claim and correct it if necessary to ensure your benefits are applied correctly.

If you or your covered dependents have not recently used your NYS Vision Plan benefits, but will be eligible to do so in the next several weeks (while we are correcting this error), please bring this letter to your provider to offer confirmation that photochromatic lenses are a covered benefit for your employee organization.

Again, we sincerely apologize for any inconvenience to you and your family. We look forward to continuing to meet your vision care needs.

Thank you.

EyeMed Vision Care