



VA Eye Care Services & Eyeglass Benefits FAQs

VAMC

This document is intended to provide brief answers to the most frequently asked questions (FAQs) about Veterans' eye care and eyeglass benefits at the **VAMC** VA Medical Center (VAMC).

Q. Which Veterans Are Eligible for Eye Care Services at the VA?

A. All Veterans eligible for care and services under 38 CFR 17.38 are eligible for routine diagnostic and preventive eye care services as well as emergency eye care, and treatment for ocular disease conditions.

Please note: All VA registered and enrolled Veterans are eligible for these services and benefits.

Q. How Does a Veteran Get an Appointment for a Routine Comprehensive or Follow-up Eye Exam?

A. If the Veteran is new or established to the VA eye clinic, he or she may directly schedule an appointment for a routine comprehensive eye exam.

Q. What Happens When an Appointment Is Not Available Within VA Patient Access Standards?

A. If the VA eye clinic is not able to meet the 30 day access standard, the Veteran may be able to receive VA authorized community care through the Veterans Choice Program (VCP), if eligible. For more details about VCP, the Veteran should contact the Community Care staff (**provide VA facility contact information**).

Q. What Does It Cost for an Eye Exam?

A. An eye exam is considered an outpatient specialty care service. Some Veterans qualify for free health care services, while others have required co-payments for these visits. Please check your Veterans Health Benefits Handbook to determine if any VA co-payment is required for the visit.

Please note: Under the Veterans Choice Program (VCP), all non-service connected/special authority care (as determined by VA) provided by a community provider or facility will be billed to the Veteran's Other Health Insurance (OHI) as primary payer, excluding Medicare, Medicaid and TRICARE, before billing VA for secondary reimbursement. All OHI copayments, deductibles and/or cost shares will be collected by the VCP provider at the time of service, and are the Veteran's responsibility. OHI payments will be considered to offset your VA





copayment. Veterans are advised to contact their OHI carrier to understand the potential impact to them by obtaining services through the Veterans Choice Program.

Q. Who Can Get Eyeglasses?

A. Veterans who qualify are eligible for eyeglasses. Qualification for eyeglasses is determined by the examining VA or VA authorized contract community eye care provider based upon the Veteran's visual acuity or medical condition, and benefit status. Please see "Prescribing and Providing Eyeglasses, Contact Lenses, and Hearing Aids", VHA Directive 1034(1) for more information on specific eyeglass benefit coverage:

http://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=3012

Q. How Much Do Eyeglasses Cost?

A. If eligible, eyeglasses are provided at no charge to the Veteran, as medically indicated at VA.

Q. What if the Veteran Already Has an Eyeglass Prescription?

A. An eye examination at the VA eye clinic or by a VA authorized contract community eye care provider is required before eyeglasses can be prescribed to a Veteran and issued by VA.

Q. How Does the Veteran Get Eyeglasses After the Eye Exam?

A. The Veteran needs to take the eyeglass prescription in person to the VA eye clinic (or describe where eyeglass fittings are provided, i.e., Veterans Canteen) to be fit for eyeglasses. Once ordered, the eyeglasses will be mailed directly to the Veteran (provide VA facility eyeglass dispensing process) who will need to go back to the VA for the final eyeglass adjustment (or for pick up at the VA if not mailed).

Please contact (XXX) xxx-xxxx, extension xxxx for further information or with any questions.

