

Provider Network Guide

Use this guide to identify our vision plan members in your practice and for claims filing information.

CLAIMS FILING

Mail:
 Starmount/AlwaysCare
 P.O. Box 14389
 Baton Rouge, LA 70898-4389
 Attn: Vision Claims

or

Unum Vision
 P.O. Box 14389
 Baton Rouge, LA 70898-4389
 Attn: Vision Claims

Fax: (888) 843-5872
Payor ID: ATR01

ID Cards

Here are samples of our members' ID cards. Look for "FirstLook" or "AlwaysCare" for network confirmation.

 John Doe Member No: 11223344 Cov. Code: VS Group: Green Office Supplies - 2GOS123 Plan: V168 Eff. Date: Jan 01, 2017 Network/PPO: First Look/AlwaysCare Payor ID: ATR01 Underwritten by: Starmount Life Administered by: Starmount Life	 Jane Doe Member No: 000000 Cov. Code: VS Group: Office Supply Shop - 2OSS000 Plan: V168 Eff. Date: May 01, 2008 Network: First Look/AlwaysCare Administered by: AlwaysCare Benefits Inc. Verify benefits or receive claim status by fax: 1-888-729-5433 x9	 Jane Doe Member No: 123456789 Effective Date: Jun 01, 2016 Network: First Look/AlwaysCare Plan: V168 Payor ID: ATR01 Underwritten by: Starmount Life Administered by: AlwaysCare Benefits
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Provider Portal

Visit our vision provider portal at **AlwaysAssist.com** to check eligibility and benefits, obtain an authorization, use the Member Responsibility Calculator, and submit claims 24 hours a day. To update your listing and other commonly used forms, visit the Tool Box within the portal.



Customer Service

Get information you need by phone six days a week.

Phone: (888) 400-9304
Hours: Monday - Friday, 7:00 a.m. - 7:00 p.m. (CT)
 Saturday, 9:00 a.m. - 3:00 p.m. (CT)



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Vision Provider FAQ

How will members refer to the network?

Members may call and ask if you accept Unum Vision, AlwaysCare Benefits or Starmount Life Insurance (Starmount) Vision. Although the names are different, all three programs utilize the First Look/AlwaysCare network. You can ask the member what network name is listed on their ID card for confirmation. The network name will read "First Look/AlwaysCare" on all vision cards.

Will Unum Vision plans be different?

There will be new plans for Unum Vision, but they will have similar benefits compared to the plans you are already familiar with. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility. The Member Responsibility Calculator on our provider portal at AlwaysAssist.com is also available for use for Valued Added providers.

How do I file claims?

All claims will be filed the same way. Claims can be filed electronically using the Provider Portal at AlwaysAssist.com. Claims can also be faxed to (888) 843-5872 or mailed to either:

Unum Vision	or	AlwaysCare Benefits
Attn: Vision Claims		Attn: Vision Claims
P.O. Box 14389		P.O. Box 14389
Baton Rouge, LA 70898-4389		Baton Rouge, LA 70898-4389

How do I obtain benefits and eligibility?

You can still obtain benefits and eligibility the same way through the Provider Portal. You can also call our Customer Service team at (888) 400-9304, Monday through Friday, from 7:30 a.m. to 7:00 p.m., and Saturdays from 9:00 a.m. to 3:00 p.m.

Are our reimbursements changing?

No changes are being made to your contract. You will be reimbursed according to your contracted reimbursement schedule. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility. The Member Responsibility Calculator on our provider portal is also available for use for Value Added providers.

Who can I call if I have a question?

You can continue to call the same Customer Service team and Provider Relations team that you have been working with at First Look/AlwaysCare. Our Customer Service team is capable of handling most provider-related inquiries on the first call. If further support is needed, they will reach out to a Provider Relations Specialist to assist.

Is my contract changing?

No changes are being made to your contract. You will be reimbursed according to your contracted reimbursement schedule. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility.

What does Unum Vision mean for my practice?

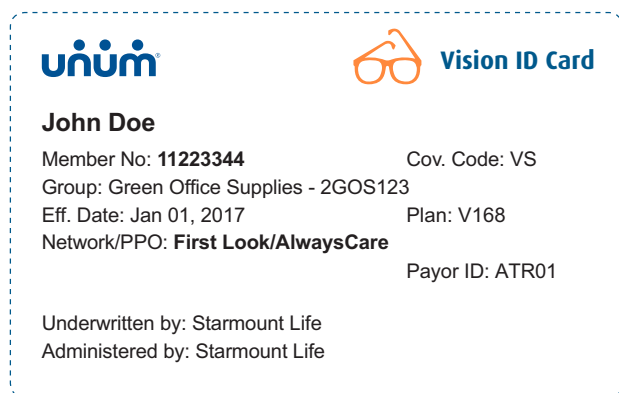
As a participating provider, you may stand to gain the most. Unum, a leading provider of employee benefits, has ambitious sales goals to grow in both the vision and dental markets. Today, 33 million people at 181,000 companies rely on Unum's group and individual disability and life insurance and voluntary benefits—including a third of Fortune 500 companies. Starting in 2017, Unum will cross-sell vision benefits to its clients nationwide. New Unum Vision members

will be encouraged to visit in-network providers, which may drive more members to your office.

When will I begin to see Unum Vision members?

We have already begun enrolling new employer groups in Unum Vision with policies effective February 1, 2017. You may start to hear from Unum Vision members as early as January 2017. Depending on your area, you may not hear from a Unum Vision member right away. Although our vision membership base will expand rapidly, it will not happen all at once. However, we are confident that Unum Vision will become one of America's top vision plans over the next few years.

What will Unum Vision cards look like?



I'm not a participating provider in the First Look/AlwaysCare vision network. How can I join?

Our network is open, and we are actively recruiting to expand the network to meet future membership needs. All providers must be credentialed and approved prior to being added to the network. If you would like to learn more about our network, please email us at ReferAProvider@unum.com or contact our Customer Service department at (888) 400-9304. They will share your information with a network recruiter who will contact you shortly thereafter.

Vision plans are marketed by Unum, administered and underwritten by Starmount Life Insurance Company.

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