



DATE

MEMBER NAME ADDRESS

Dear MEMBER NAME:

You are receiving this letter because you receive vision benefits through Herslof Opticians as a member of the My Choice Wisconsin **BadgerCare Plus program**. We are excited to announce that starting on November 1, 2022, we are partnering with EyeQuest for all your covered vision needs. This means that you will begin receiving vision services through EyeQuest and will no longer receive vision benefits through Herslof Opticians. EyeQuest, a product of DentaQuest, provides comprehensive eye care coverage to over 1.5 million members and has a wide network of eye care professionals to choose from.

Frequently Asked Questions:

Does this affect my current vision benefits?

No. Your vision coverage is unchanged.

How do I find an in-network eye care professional and access to vision services?

- Search the directory of vision network providers at <https://govservices10.dentaquest.com/member/#findAProvider> or
- Call EyeQuest at 855-398-8410. EyeQuest customer service staff are available to serve you 8:00 am – 5:00 pm Monday – Friday.

Who should I contact if I see my eye care provider before November 1, 2022, and I have questions concerning my vision claim?

Contact Herslof Opticians at 1-800-796-6296

If I am currently receiving treatment from an eye care professional that is not in the EyeQuest network, will I have to change providers?

If your eye care professional is not currently in network, EyeQuest will work with your eye care professional to have them join. If your provider declines to join the EyeQuest network, you may see your eye care professional and complete any services currently in progress for up to 90 days or through February 1, 2023. EyeQuest customer service staff are available to assist you in finding a new eye care

provider. Contact them at 855-398-8410 or you can search the directory of vision network providers at <https://govservices10.dentaquest.com/member/#findAProvider>.

Kind Regards,

My Choice Wisconsin Provider Services Team

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INTERPRETER SERVICES

English

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-800-963-0035 (TTY: Wisconsin Relay System at 711).

Spanish

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-963-0035 (TTY: Wisconsin Relay System at 711).

Hmong

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-800-963-0035 (TTY: Wisconsin Relay System at 711).

Chinese Mandarin

注意：如果您说中文，您可获得免费的语言协助服务。请致电1-800-963-0035 (TTY 文字电话：Wisconsin Relay System at 711)。

Somali

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyadoo bilaash ah. Wac 1-800-963-0035 (TTY: Wisconsin Relay 711).

Laotian

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການ
ບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-963-
0035 (TTY: Wisconsin Relay System at 711).

Russian

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-800-963-0035 (TTY: Wisconsin Relay System at 711).

My Choice Wisconsin:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
 - Auxiliary aids and services for hearing-impaired and vision-impaired members
- Provides free language access services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-800-963-0035.