



What You Need To Know About Purchasing Prescription Eyewear

If it's time to purchase new prescription glasses or contacts for you or your family, here are a few things to remember. Eyeglasses and contact lenses are considered a prescription appliance therefore, by law in Canada, these items must be dispensed by a qualified professional in person.

These tips can help with the purchase process and submitting your claim.

Where do I get them? Who's authorized to perform eye exams?

In Canada, an eye exam and corrective prescription must be obtained in person from a Medical Doctor (MD), Optometrist (OD), or an Ophthalmologist (surgeon).

Choosing Eyewear

The dispensing of eyeglasses or contact lenses must be performed by a Registered Optician (RO), an Optometrist (OD), or an Ophthalmologist. All prescription eyewear must be custom-made to meet your specific medical need and measurements. The process takes time and should be done in-person, which is why prescription eyewear is never an off-the-shelf purchase.

Opticians are responsible for filling your prescription eyewear needs and for fitting customers appropriately. You'll notice that opticians must always wear a photo identification badge and display their optician license within their office. Advice on frames through a frame consultant does not require a professional practitioner.

Claim Eligibility

As indicated on your Manulife Group Benefits Extended Health Care Claim form, you'll need to provide information to process your prescription eyewear claim. Some of the details required may include: Date / Patient Name / Submission Amount / Dispensing Description, etc., which will be provided on the receipts you receive from your eyewear practitioner.

Non-prescription eyewear, for instance non-corrective, fashion sunglasses or contacts, are not covered under your Manulife group benefits plan.

Be Cautious – Things To Be Aware Of When Purchasing Prescription Eyewear

You should expect a fitting of any new eyewear from your professional eyewear practitioner. They should also provide you with background on what the lenses are to be used for, how to use them and what you should expect to see when using them.

You should also expect a lesson and fitting when purchasing contact lenses. You'll be shown how to insert and remove contacts. You'll learn about their care, maintenance and cleaning. And, you should be told the maximum length of time you should wear them.



Follow-up Care and Expenses

Expect to book a six-month check-up to review how your contact lenses are working for you. Ask whether the price you are paying includes the checkups?

If you have any problems with your sight or any other comfort issues with your new eyewear, make sure you return to have them checked and/or fitted properly. Check on the return policy and if there is a 30-day guarantee policy in place.

Helpful websites:

www.coptont.org

www.ontario-opticians.com

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