

GVS WEB SITE - About Member Access

Visit the GVS web site to “Locate a Provider” or “View your Benefits” and learn more about our Additional Savings Program

Web Site – www.gvsmd.com - click “Members”



Call customer service to ask about your benefits or to locate a provider.

Customer Service and IVR – at 866-265-4626

Access 7 Days a Week	<u>Call Center Hours</u>
	8:00 a.m. to 11:00 p.m. EST-Monday – Saturday 11:-- a.m. to 8:00 p.m. EST - Sunday

Locating a Provider

Network Providers

1. Find network provider at www.gvsmd.com click on “Provider Locator”.
2. Schedule an exam with the provider of your choice. When scheduling your appointment inform the provider that you are a GVS/EyeMed member and provide your name and date of birth (DOB). The provider will verify your eligibility and plan benefits prior to your appointment.
3. If you have already made an appointment show your ID card at the time of service or provide your name and DOB for quick verification of eligibility and plan coverage.
4. Members will be responsible to pay the provider at the time of service for any applicable copayment /costs that exceed the plan coverage.

Out-of-Network Providers

1. Visit non network provider
2. Members are required to pay the entire amount for exam and eyewear at the time of service.
3. Members must obtain an OON claim form from the GVS website at www.gvsmd.com. (click “Members” click “Forms”).
4. Members must submit OON claim form and provider receipt to the Claims Address indicated on the form.
5. Member will be reimbursed based on OON benefits indicated in their benefit summary.

Personalized Member Website Access

For Members to Access their Benefits:

1. You must first register on the GVS website – www.gvsmd.com
2. Under the **MEMBER** tab select **VIEW YOUR BENEFITS**
3. Welcome to the GVS Member - Click **here** to Login/Register
4. Select **Register for an account**
5. When you enter the Member Site to Register for an Account - USE the LAST FOUR DIGITS of your social security number and pick your own user ID.
6. Site will send an Email confirmation and password selection