

# VISION USA PROGRAM

## FAQs



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### WHAT ARE THE ELIGIBILITY REQUIREMENTS TO RECEIVE SERVICES THROUGH VISION USA?

- Eligible applicants must not have had an eye exam in the past 24 months.
- Eligible applicants must not have private or government insurance, Medicare or Medicaid regardless of whether eye coverage is included.
- The household income must fall below established levels based on 150% of government poverty guidelines and household size. Income verification is required.
- Eligible applicants must be a US Citizen or Legal Resident and provide last 4-digits.
- Eligible applicants cannot have received a referral through the VISION USA program in the past 24 months.
- VISION USA care is available to a maximum of four household members in a given year. Other household members who have not been seen may apply the following year.

### HOW DOES A PATIENT APPLY FOR VISION USA ASSISTANCE?

- Application, instructions and eligibility requirements can be obtained by visiting our program website at [www.aoa.org/visionusa](http://www.aoa.org/visionusa).
- Automated attended can be accessed 24x7 to provide program information (800) 766-4466.
- Completed application “**MUST**” be submitted by a referral agent (i.e., social worker, case agent, health department, primary care physician, community action group, charitable organization). Registered referral agencies submit applications online.

### HOW MANY EXAMS DO I DONATE EACH YEAR?

- The doctor determines the number of exams donated on an annual basis and the maximum number of exams to be assigned on a monthly basis.

### IS IT POSSIBLE TO SEE ONLY PATIENTS IN MY OWN COMMUNITY?

- Patients are assigned to a doctor closest to their home with a default maximum distance of 20 miles. Distance can be modified upon request.

### WHAT IF THE PATIENT NEEDS GLASSES?

- Basic eyewear may be provided through VISION USA – each state determines eyewear distribution for VISION USA separately. Contact your state coordinator for further details.
- A frame kit is available to any provider by submitting a request to VISION USA, 243 N LINDBERGH BLVD, ST LOUIS, MO 63141 along with a \$10 tax-deductible donation to Optometry Cares – The AOA Foundation to defray the cost of shipping
- VISION USA providers are only able to provide single vision or bifocal glasses.
- Contact lenses are not available through VISION USA.
- VISION USA does not permit the purchase of more costly frames and lens upgrades at the patient’s expense.
- Patients with sufficient resources to supplement the eyewear that is available through the program should not be eligible for VISION USA.
- If glasses are needed, but not provided, doctor can send copy of prescription to VISION USA, 243 N LINDBERGH BLVD, ST LOUIS, MO 63141 for processing of New Eyes for the Needy voucher.

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### WHAT IF THE PATIENT WANTS CONTACTS?

- Contact lenses are not available through VISION USA, nor will a contact lens exam be performed.

### WHAT IF THE PATIENT NEEDS A REFERRAL?

- Long-term patient care is not part of the program's expectations of each provider. A doctor may choose to provide follow-up care or make referrals to other providers, but this is left to the doctor's discretion.

### WHAT ARE THE PATIENT'S RESPONSIBILITIES?

- Patients must call the doctor's office within 30 days of receipt of their eligibility notice to schedule an appointment.
- Eligible applicants who do not make an appointment within 30 days or do not show up for their appointment (without advance notice) forfeit their use of the services and must wait 24 months to reapply.
- Applicants must sign a release authorizing VISION USA to collect exam information for statistical purposes only.

### DO I NEED TO FILL OUT ANY FORMS?

- Provider has the patient complete the top portion of the Patient Information Form and sign release giving permission for VISION USA to collect information for statistical purposes.
- Patient Information Form is then completed by provider and one (yellow) copy is sent to VISION USA, 243 N LINDBERGH BLVD, ST LOUIS, MO 63141 for statistical purposes, and (1) copy is kept for the provider's files. Two (2) copies are provided to be sent with lab orders, if applicable.
- Patient release documents are kept on file with the provider.

### WHAT TO DO IF A PATIENT MAKES AN APPOINTMENT AND THEN DOES NOT SHOW UP?

- Return Patient Information Form and mark "No Show" and contact VISION USA at [visionusa@aoa.org](mailto:visionusa@aoa.org) or (800) 365-2219 ext. 4261 so that we may remove this individual from future eligibility.

### DO WE RESCHEDULE IF A PATIENT "NO SHOWS?"

- It is up to the discretion of the doctor's office if you choose to reschedule.

### WHO DO I CONTACT IF I HAVE QUESTIONS OR NEED TO MAKE CHANGES TO MY STATUS?

- Contact VISION USA at [visionusa@aoa.org](mailto:visionusa@aoa.org) or (800) 365-2219 ext 4261.

### CAN ANOTHER DOCTOR IN OUR PRACTICE SEE PATIENT IF ASSIGNED DOCTOR IS NOT AVAILABLE?

- AOA Membership is a requirement of program participation. To be assigned VISION USA patients, each doctor in the office must be an AOA member and sign-up as a VISION USA provider.

### WHAT IF THE PATIENT HAS MEDICARE / MEDICAID?

- If it is determined that the patient has Medicare / Medicaid, this would disqualify the patient from use of the VISION USA program. Before treatment is performed, explain use of Medicare / Medicaid option with patient.