

Need help? We'd love to chat.



LET A LIVE AGENT BE YOUR GUIDE WITH MOBILE CHAT

What's covered? When can I buy more contacts? Where's the nearest in-network eye doctor? Even the simplest vision benefits come with a lot of questions.

Don't worry, support isn't out of reach. You can mobile chat live with one of our helpful and friendly support agents.

GET CHATTY IN A FEW EASY STEPS

- 1 Call 866.723.0596 from your mobile device
- 2 "Do you want to find a provider"? Choose No.
- 3 To be connected to a chat agent, press 1
- 4 You'll get a text message with a link good for 24 hours
- 5 Click the link and start chatting

WHY MEMBERS LOVE MOBILE CHAT

- "My questions were answered right away!"
- "I received prompt resolution to my issue."
- "The chat option was simple, quick, and very helpful."

DON'T FEEL LIKE CHATTING?

Find lots of help with common questions online. Go to eyemed.com, click the Contact Us button and then Get Support.

Connect with
a live agent,
not a chatbot



Agents are
available Mon-Fri,
8am-9pm EST



We'll quickly
get you to the
right person



Keep a copy
of your
conversation

