

Letter to Members of CCT Benefit Fund

Important Information Regarding the Chappaqua Benefit Fund Vision Benefits at Raymond Opticians

As of September 25, 2018 Solstice will no longer send payment for vision services directly to any vision care Provider. Since many of you use your benefits at Raymond Opticians they have graciously offered to set up a simple procedure to try to keep this change as seamless as possible. Solstice did not make us or Raymond Opticians aware of this decision until 6 weeks after the fact so some of you may have already received a reimbursement check from Solstice for services rendered in September and October. These checks can be signed over to Raymond Opticians or you can make a payment via personal check, cash, or credit card.

New Procedure at Raymond Opticians

Raymond Opticians will charge you a set fee based on the services you received.

This fee is based on the amount that Solstice will reimburse you for each service. Upgrade services (i.e. designer frames, specialty coatings, etc.) will not be reimbursed by Solstice.

Options for payment to Raymond Opticians

Pay at the store

Raymond Opticians accepts all forms of payment. They will ask you to fill out a claim form at the office. Raymond Opticians will submit this claim form to Solstice for you. Expect reimbursement directly from Solstice within 4-6 weeks.

Pay later

Raymond Opticians has offered to allow you to pay after you receive your reimbursement check. They will ask you to fill out a claim form at the store and leave your credit card information on file. They will also provide you with an itemized receipt listing what is due to them once you receive your check from Solstice. Raymond Opticians will submit this claim form to Solstice for you. Solstice will issue you a check which in turn is due to Raymond Opticians. If there is any discrepancy in the payment you receive from Solstice and what is owed to Raymond Opticians you are responsible for the difference. Checks from Solstice can be signed over to Raymond Opticians or you can make a payment via personal check, cash, or credit card. If Raymond Opticians does not receive payment from you within 6 weeks they will charge your credit card for services rendered.

Issues with Claims or Reimbursement

Although Raymond Opticians will do everything they can to help you with unresolved claims they will no longer be able to call Solstice on your behalf if a claim reimbursement is delayed, denied, etc. Any issues regarding claim status can be directed to **Solstice (954) 335-0771**

ADDED BENEFITS WHEN USING RAYMOND OPTICIANS

Raymond Opticians provides a FREE extra pair of Single Vision lenses when you use your vision benefits at one of their offices.

Raymond Opticians will also provide you with a gift certificate for a Complimentary EYE EXAM and EYEGLASSES. This can be used for yourself or a non-covered member (or friend). *Gift certificates will be mailed to you upon completion of claim payment.*