

## Laser Vision Correction Program Member Q&A

### 1. What is QualSight LASIK?

QualSight provides a managed Laser Vision Correction (i.e. Traditional and Custom LASIK, PRK, and IntraLase "bladeless" technologies) Program through a national network of credentialed and experienced LASIK surgeons. Collectively, these physicians have performed more than 4 million procedures. QualSight has been providing LASIK savings since 2003 and now serves over 75 million health plan members nationwide.

### 2. What is LASIK?

LASIK (Laser-Assisted in-situ Keratomileusis) is an outpatient treatment that uses an excimer laser (a cool beam of light) to gently reshape the front surface of the eye (the cornea). Reshaping the cornea redirects the light angle as it enters the eye to refocus correctly on the retina. This allows images to be more sharply focused. Vision recovery is rapid, and there is little or no post-operative pain. With refractive surgery, your dependence on glasses and contact lenses should diminish significantly.

### 3. What is the difference between Traditional and Custom LASIK?

Traditional and Custom LASIK treat moderate to severe refractive disorders, such as nearsightedness, farsightedness and astigmatism. For both Traditional and Custom LASIK, your surgeon uses a surgical instrument called a microkeratome blade to create a thin flap to access your cornea. Custom LASIK, also known as Wavefront LASIK, uses an advanced technology (Wavefront Analyzer) to map the corneal surface 3-dimensionally, guiding the laser in re-shaping the front part of the eye (the cornea). The 3-dimensional data from the Wavefront Analyzer is then electronically transferred to the laser, enabling your surgeon to customize the LASIK procedure to your unique visual requirements. Depending on your prescription and eye shape, your doctor will be able to determine which type of treatment is best for your individual condition.

### 4. What is IntraLase (Bladeless LASIK)?

With IntraLase (Bladeless) LASIK, the surgeon uses a laser to create the corneal flap instead of the microkeratome blade. This technology enables the surgeon to customize the corneal flap for each individual patient. The remainder of the surgery is the same as Traditional LASIK or Custom LASIK. Recent studies conducted on IntraLase technology suggest it may be possible to treat those who were previously unable to have LASIK surgery due to thin corneas.

### 5. Can LASIK be done if I have astigmatism?

Yes, LASIK has been FDA approved to effectively treat astigmatism as well as myopia (nearsightedness) and hyperopia (farsightedness). LASIK was approved in 2007 to correct presbyopia (when the small print begins to blur) with Monovision LASIK; this procedure corrects one eye for distance and the other eye for reading. Patients will want to discuss options with their physician to determine which procedure is best for their vision correction need.

### 6. What does it cost?

Through the QualSight network, Traditional LASIK surgery is \$945 per eye, and Custom LASIK \$1,370 per eye. IntraLase (Bladeless) LASIK is available through participating providers for an additional \$450 per eye, whether performed with Traditional or Custom LASIK.

### 7. What about the ads I have been seeing that claim to charge \$695 for LASIK?

This low price is usually only available to a very small segment of the population (typically less than 5%). This is because it is a starting point and is only available to people with very minor prescriptions. The price then increases substantially for those individuals with higher prescription levels. In addition, most offices will charge separately for the pre-operative evaluation and follow-up visits. The national average price for LASIK is over \$2000 per eye. The QualSight LASIK program is all-inclusive with no hidden fees and represents a savings of 40% to 50% off the national average price of Traditional LASIK.

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## 8. How do I get started?

Schedule your initial appointment with QualSight by calling toll-free 866-750-7561. A QualSight Care Manager will register your call, do a ZIP code search for providers in your area, and answer your questions. Once you have selected a provider in your area, the Care Manager will schedule your appointment at the doctor's office with you on the phone.

## 9. What is required to book the appointment?

QualSight will collect a refundable partial payment of up to \$550 (a \$50 fee at the time of scheduling with the remaining \$500 charged after the pre-operative appointment if you decide to have surgery), payable by credit card (Visa, MasterCard, Discover or American Express) or by personal check. This partial payment is deducted from the total amount due for your surgery with the remaining balance collected on the day of the surgery by the doctor's office. In the event you do not proceed with LASIK, for any reason, QualSight will refund your entire partial payment.

## 10. Why do I need to give a partial payment prior to my surgery?

The partial payment holds your appointment and confirms your eligibility for QualSight pricing with your doctor's office. The partial payment is not an additional charge and will be deducted from your total procedure price. If you don't qualify for LASIK, or choose not to have the surgery for any reason, your partial payment is fully refundable through QualSight.

## 11. I don't have a credit card. Can I use another form of payment?

Yes, we accept personal checks, Telecheck® and money orders. We also offer financing through GE CareCredit®, which enables you to finance your procedure payment at 0% interest for up to twelve months or select an extended payment plan with minimum payments as low as \$52 per month\*.

## 12. How does QualSight select the doctors in the network?

All of our doctors are experienced refractive surgeons who use FDA-approved technology. They have been credentialed according to national quality standards by an impartial third party called VerifPoint. QualSight has also collected their professional and educational history for you. When you call QualSight, you will be given a choice of approved doctors that participate in your area.

## 13. I wear contacts. Will I have to revert to wearing glasses before the surgery?

Yes. Contact lenses can change the shape of your cornea for up to several weeks after you have stopped using them. Not leaving your contact lenses out long enough for your cornea to return to its natural shape before surgery can lead to an inaccurate correction. Each physician has their own protocol for contact lens removal, but at a minimum, we recommend you remove your soft contacts one week prior to your initial appointment and your hard contacts for several weeks. Your Care Manager will give you the protocol required by the physician you choose.

## 14. What can I expect at the first pre-operative appointment?

Expect to be at the doctor's office for one to two hours. Your physician will test your eyes for your prescription and uncover any medical problems. Your eyes may be dilated, and they will scan your eyes to get a 3-dimensional image of the shape of your eyes.

## 15. What can I expect during the actual procedure?

The procedure lasts only seconds; however, the entire surgical visit can take up to two hours. Your laser treatment is specifically designed by your surgeon based on measurements gathered at the pre-operative exam. Make sure you schedule a one-day follow up appointment. Remember to ask your doctor or technician any additional questions you or your family may have. You will be required to have a person drive you home after your procedure.

## 16. What if I need enhancements / additional post-operative care?

Your total charge will include a pre-operative appointment, the LASIK procedure, up to four post-operative appointments (usually scheduled for one day, one week, one month and three months after surgery) and a One-Year Assurance Plan. During this first year should you need an enhancement, or "touch-up," your cost for an enhancement will range from \$110 to \$330 (laser manufacturer fee) per eye, depending on the procedure when medically advisable.

## 17. What are Lifetime Retreatment Plans?

Participating providers may offer eligible members to purchase the Lifetime Assurance Plan where retreatments are performed at no cost not only during the first year, but also in subsequent years when medically advisable. Provider participation may vary.



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The QualSight program is not an insured benefit and is available to members for access to QualSight for LASIK surgery.  
\* Subject to credit approval.