

# Member Frequently Asked Questions



We're sure you have some questions. If you can't find the answer you're looking for here, please contact Customer Service at 800.883.5747.

## What are the new business names under the Superior Vision brand?

Block Vision of Texas, Inc. is operating under a dba as Superior Vision of Texas

## Will there be any changes to the provider network?

No. You'll still have access to the same provider network. You will, however, see new names for the networks. Block Vision of Texas, Inc. is named Superior Select Southwest

## Will my group number/plan number stay the same?

Yes.

## Will I need a new Member ID card?

No. There's no need for a new card. Existing Member ID cards will be accepted by our in-network providers. After December 8, 2014, you can print copies of your new ID card from the secure Member area of SuperiorVision.com.

## How do I login to the secure area of SuperiorVision.com?

After December 8, 2014, you will need to register online for a new Superior Vision account. Instructions are available on the Member login page at SuperiorVision.com.

## Will the website address be the same?

**Go to SuperiorVision.com**

## Who do I contact if I have a question about my benefits?

After December 8, 2014, you can email us at [contactus@superiorvision.com](mailto:contactus@superiorvision.com) or call 800.507.3800.

Beginning December 8, 2014, you'll have access to extended Customer Service hours:

Monday-Friday: 5:00 am – 6:00 pm PST

Saturday: 8:00 am – 1:30pm PST