

## Frequently Asked Questions

### **Why is there now a Versant Health name and logo?**

We are now one company, Versant Health, which offers two products, the Davis Vision product and the Superior Vision product.

### **When will I see the new look for Davis Vision?**

The rollout of the new Davis Vision visual identity and materials will begin May 14, 2018 and will phase in over the remainder of the year. We plan on having all member and client materials updated by January 1, 2019.

### **Where will I see Versant Health?**

You will see Versant Health and branding on some of the communications we send to you. Usually you will see Davis Vision with Versant Health.

### **What does the new logo look like?**

The logo we've used in the past is . The logos we're now using look like this

 **DavisVision™** and  **VersantHealth™**.

### **Will there be changes to Davis Vision member benefits or coverage?**

No changes will be made to current member benefits at this time, and there will be no disruption in coverage or service.

### **Are there changes to the products?**

No, there are no changes to our products. The only changes you may notice are the appearance of our logo and collateral.

### **Will there be any changes to our provider network?**

No, you will still have access to the same provider network.

### **Will my contacts at Davis Vision remain the same?**

Yes, your regular points of contact and customer service numbers will remain the same. You may notice that our company email addresses have been updated to reflect Versant Health, although we will continue to receive emails through our "@davisvision.com" email address.

### **Are pricing or billing procedures changing?**

No, our pricing and product offerings will remain the same. Any contracts, rate guarantees and member rates/benefits will also remain the same as well as banking information for ACH payments. Simply follow the same payment processes and procedures you currently have in place.

### **Will our group number / plan number stay the same?**

Yes, there will be no changes to group or plan numbers.

### **Will you send out new ID cards with the new logo?**

No. Member ID cards with the "old" Davis Vision logo are still valid.

### **Will there be changes to the website or customer portals for Davis Vision?**

Our web address remains [www.davisvision.com](http://www.davisvision.com), where customers can still access their accounts in the portal using the same login credentials. By the end of the year, our website appearance will be updated to reflect our new appearance. Visit [versanthealth.com](http://versanthealth.com) for more information on our new identity.

**Will your telephone and fax numbers or addresses be changing?**

All telephone and fax numbers will remain the same along with all mailing and physical addresses.

**Will you be communicating with members?**

No. The member materials we provide to you will be updated over time. If they call us, we'll still answer the phones as Davis Vision.

**We use the Davis Vision logo on internal communications. Can you send us your new logo?**

Yes. Please contact me. You will need to sign a licensing agreement before you will be able to use the new logo.

**Will Davis Vision offer plan enhancements?**

We are always looking for ways to improve the plan, benefits, and offering provided to you. That will continue. Now that Davis Vision is part of the Versant Health family, we expect that as a larger organization, we'll be able to improve efficiency, options, and other enhancements that come with the scale of a company that services 33 million members nationwide.

**Is there anything I need to do?**

No, if your employees ask about our new look, remind them it's the same plan.