



National Vision Administrators, L.L.C.

## NEWS ALERT

### National Vision Administrators (NVA) is Open and Ready to Serve You

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NVA is fully operational and continuing to serve you and your members during the COVID-19 pandemic. We are continually monitoring developments from the Centers for Disease Control and Prevention (CDC) and updating procedures as needed. For the safety of our employees and the people we serve, the following actions are taking place:

- The vast majority of our workforce is already working remotely with full access to our system and needed information.
- All employees use a secure, virtual private network (VPN) when accessing our system.
- All business travel is suspended and external meetings take place only online.
- An internal COVID-19 task force meets daily and as needed to coordinate responses to the virus situation as it evolves.

It is important to know that the CDC has recommended the [postponement of all routine vision and dental visits](#). As patient volume declines, vision providers are limiting their hours and some are closing for several weeks. These changes may accelerate over the coming days so NVA strongly recommends that all members call their provider of choice, prior to visiting their location, to ensure they will be available to provide the services members are seeking. This message has already been posted to our website. Provider contact information is available through the NVA Smart Buyer<sup>®</sup> provider search tool found on our website ([www.e-nva.com](http://www.e-nva.com)) and on our member app or by calling our call center.

As always, if members have a medical emergency related to their eyes they should seek care at the nearest emergency room if they are unable to reach their eye care provider.

We wish you good health during this difficult time. We will continue to update you as we obtain additional information. If you have any questions at all, please contact your NVA Account Manager.

For answers to frequently asked questions on COVID-19, please visit the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>.

Please share this information with your colleagues as appropriate.

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