

# CUSTOM EYES

## Guidelines

Through a partnership with **Custom Eyes**, a specialty lab, TeamVision offers extended power ranges and lens options to meet your patients vision needs.

- Using Custom Eyes for lens orders is intended to allow access to extended ranges, add powers, bi-focal designs and to be the exception – **not the normal process**.
- Lens Designs and Coatings ordered through Custom Eyes labs are to be within the TeamVision Lens Assortment (should not be ordering products outside the assortment except for bifocal/trifocal lenses and extended Rx).
- All VSP and other lab insurance models would be managed directly through the respective lab and are not eligible for Custom Eyes.

	Custom Eyes Eligible	Notes
<b>Extended Powers, Prism</b>	Yes	Remember to check the RxO Ranges in the Lens Portfolio Guide prior to ordering through Custom Eyes.
<b>Bifocal or Trifocal Options</b>	Yes	Custom Eyes provides additional options for line bifocal and trifocal lenses beyond the TeamVision/RxO options.
<b>Drill Mount (POF)</b>	Not Recommended	To maintain the integrity of drill mount frames, it is not recommended that POF frames are reused due to decreased quality at the drill press points on the frame.
<b>Oakley &amp; Costa Sun</b>	No	Oakley and Costa Sun frames require their respective authentic lenses (no general assortment lenses allowed). These should be ordered though RxO.
<b>Maui Jim Sun</b>	No	Maui Jim sales only authorized in select TeamVision locations and are to be ordered through RxO only. Lens only sales are not allowed for Maui Jim POF.
<b>High Wrap (POF)</b>	No	High wrap POF is not supported with RxO and discouraged with Custom Eyes due to manufacturing limits and optical quality. Note: Wrap lenses are available in the TeamVision assortment, please review these options and Rx ranges to confirm that it can be manufactured though RxO.
<b>Chem Clips</b>	No	TeamVision does not support clip-on eyewear through RxO or Custom Eyes.
<b>Safety</b>	Not Recommended	Safety frames are certified by Z87 and can be reused for TeamVision Safety Frames assorted to your site. These can be made by RxO (use the UPC when entering in Ciao! Optical) and sites will send frame to RxO. <ul style="list-style-type: none"> <li>○ Frames out of our assortment cannot be reused (either by RxO or Custom Eyes) to ensure they maintain their integrity and meet all safety standards.</li> <li>○ Safety eyewear must be manufactured with frame and lens and therefore is not eligible for lens only in IOF manufacturing. These job will be canceled.</li> </ul>

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## Order Entry

### Ciao! Order Entry

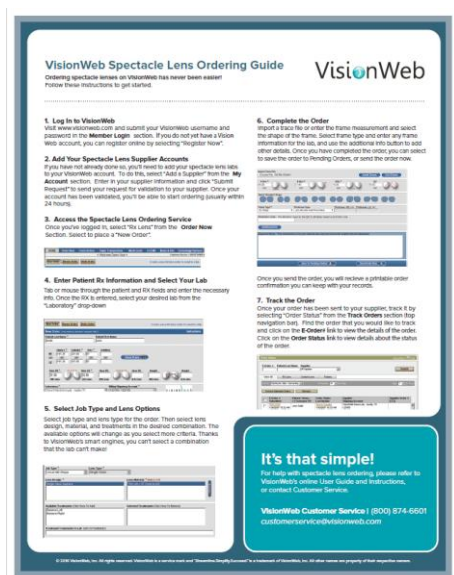
- **All orders must be entered into Ciao! Optical for new sales, remakes, or exchanges.**
- **Notes are required** in the Ciao! Optical Patient Profile for all Custom Eyes orders. Document the reason needed to order via Custom Eyes (vs. Rx), any discrepancies to the order (power or lens type), and any other relevant information related to pricing and fees.
- For Tray ID, note **CEyes** to distinguish that this order will be ordered from Custom Eyes.

### Lab Processing

- In LPA, you will assign to **Rx Sun Authentic** (same as insurance lab orders).
- Inspection completion and patient notification process has not changed and should be completed in LPA and Order Tracker as normal.
- Order through VisionWeb on Ciao! Toolkit or <https://visionweb.com/login/login.jsp>
  - Username – TeamV-TXXX
  - Password – TeamV-TXX
  - Use your site number, i.e., TeamV-T001

### VisionWeb Support & Resources

- Use the **Spectacle Lens Ordering Guide – VisionWeb** for instructions on using the portal to place a lens order.



### VisionWeb Customer Service:

- **Phone** (800) 874-6601
- **Email** [customerservice@visionweb.com](mailto:customerservice@visionweb.com)

### Custom Eyes Address:

1001 Sterns Drive  
Sauk Rapids MN, 56379