



Frequently Asked Questions

What does XP Health offer?

With XP Health, you have access to:

- A comprehensive, in-person eye exam or an online prescription renewal
- Prescription eyewear - eyeglasses and contact lenses
- Non-prescription eyewear - computer glasses

XP Health makes it easy to find the perfect eyewear for your needs. Do a quick digital face scan and answer a few questions to get personalized frame recommendations. Then, pick out frames to try on virtually or from the comfort of your home.

When should I use XP Health?

Anytime you or your dependents need a comprehensive eye exam, prescription glasses, non-prescription glasses, or contact lenses, look to XP Health. With access to online options, you'll save time, and with wholesale pricing, you'll save money!

How much does XP Health cost?

At XP Health, we believe in transparent pricing. For maximum savings we recommend our XP Health online store where you get access to direct-from-warehouse prices and exclusive discounts, ensuring no hidden fees or surprises when ordering eyewear.

At XP Health, members save because our model is different. We make the majority of our revenue from subscription fees-not from eyewear. By being digital-first, with lower overhead and a leaner supply chain, we keep costs down and pass the savings on to our members.

How do I get started?

It's easy to get started and make the most of your vision care program:

- Activate your account by signing up at xphealth.co/sign-up
- Add and manage dependent on the Members page within your Account section
- Take a face scan to get personalized frame recommendations

For more details visit [Setting Up Your Account](#) and [Adding Family Members to Your Account](#)

Have questions? Email concierge@xphealth.co or start a chat at xphealth.co

When should I use an online prescription renewal?

Online prescription renewal is a quick, digital way to renew your existing glasses or contact lens prescription—no need for an in-person exam if you qualify. Check your eligibility, load your most recent prescription onto your XP Health account, and take the test.

You're likely eligible if you're between 18 and 55, have a valid prescription, still see clearly, and want a quick, convenient way to renew without an in-person visit. It's perfect when your vision hasn't changed.

How do I get my in-person, comprehensive eye exam?

XP Health has partnered with National Vision Administrators (NVA) to provide standard, comprehensive eye exams. You have access to a vast nationwide network of providers.

- Find your vision provider using our provider search tool at xphealth.co/nva-search
- Bring your digital member ID card to your appointment and tell the provider your exam is administered through NVA
- During the exam, ask your doctor for your Pupillary Distance (PD). You will need this when ordering eyeglasses on the XP Health marketplace.

For more details visit [NVA and Your Eye Exam Program](#).

What is XP Health's returns and exchange process?

If you're not fully satisfied with your order, we'll make it right! Within 30 days of delivery, return or exchange your glasses or unopened box of contacts.

How do I adjust the fit of my eyeglasses?

All XP Health eyeglasses are carefully aligned by our trained professionals, but we understand that sometimes your eyeglasses may need a few more adjustments to fit perfectly.

Follow this simple [frame adjustment guide](#) to customize your eyeglasses for comfort and fit. And if you have any more questions, please don't hesitate to contact our member experience team.

What is Home Try-On?

Sometimes, you need to touch and try on frames before making a selection. With our Home Try-On kit, you can select up to six frames from our eligible collection, and we'll send them to you for six days, allowing you to try on new looks from the comfort of your home.

For more details visit [Home Try-On Kit](#)

VISION CARE SUBSCRIPTION DISCOUNT PLAN DISCLAIMER [DISCOUNT ONLY - NOT AN INSURANCE PLAN] - This program provides wholesale pricing or negotiated discounts on behalf of members on certain vision services and products through participating vision care providers and the XP Health Marketplace. The range of the discounts may vary depending on the product and/or clinical provider. XP Health works with organizations and employers who sponsor access to discounted services or products for program members. XP Health does not pay or reimburse participating vision care providers for the cost of vision care services or products purchased by the program member. Program members may be required to pay for the cost of some vision care services or products received as detailed in the subscription plan purchased by your sponsor. You may file a complaint by contacting customer care. This program is administered by XP Health, Inc., 969 Industrial Rd, Suite A, San Carlos, CA 94070, 1-888-974-3020, <https://www.xphealth.co>.