

XP Health

Frequently Asked Questions



What does XP Health offer?

XP Health offers eye care and eyewear:

- **Eye care** - In-person comprehensive eye exams or an online prescription renewal
- **Prescription eyewear** - Eyeglasses and contact lenses
- **Non-prescription eyewear** - Sunglasses, readers, smart glasses, and computer glasses

To shop for glasses, complete a style profile and face scan to get frame recommendations. Try frames with Virtual Try-On, or use Home Try-On to have frames sent to you before buying. Contacts can be purchased directly with your prescription.

When should I use XP Health?

Use XP Health anytime you or your dependents need an eye exam, prescription eyewear, non-prescription eyewear, or contact lenses. Prescription renewals can be done online, saving you time, and with wholesale and transparent pricing, you'll save money.

How does XP Health pricing work?

Your exact cost depends on your plan. XP Health keeps overall costs low through wholesale and transparent pricing, and because we earn revenue through a subscription model rather than eyewear markups, we're able to pass those savings on to you.

How do I get started?

Get started in a few quick steps:

- Activate your account by signing up at xphealth.co/sign-up
- Complete your style profile and take a face scan to get personalized frame recommendations

If you have dependents, you can manage them on the Members page within your Account section.

For more details, visit [How to Set Up and Navigate Your Account](#) and [Adding Family Members to Your Account](#).

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

XP Health has partnered with National Vision Administrators (NVA) to provide comprehensive eye exams through a vast nationwide network of providers.

- Find your 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 Store

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

Have questions? Email concierge@xphealth.co, call (888) 973-3020, or chat at xphealth.co

When should I use an online prescription renewal?

XP Health has partnered with Visibly to administer online prescription renewal, a quick, digital way to renew your existing glasses or contact lens prescription without an in-person exam.

You're likely eligible if you're between 18 and 55, have a valid prescription, still see clearly, and haven't had a change in your vision. If that sounds like you, check your eligibility, load your most recent prescription onto your XP Health account, and complete the online test to renew.

For more details, visit [How to Renew Your Vision Prescription Online with Visibly](#).

What is XP Health's returns and exchange process?

If you're not fully satisfied with your order, you can return or exchange it. Within 30 days of delivery, return or exchange your glasses, or your contacts if the box is unopened.

For more details, see our [Returns and Exchange Policy](#).

How do I adjust the fit of my eyeglasses?

All XP Health eyeglasses are aligned by trained professionals before shipping, but sometimes a few more adjustments help your glasses fit perfectly.

Follow this simple [frame adjustment guide](#) to customize your eyeglasses for comfort and fit. If you have any other questions, contact our Member Experience Team.

What is Home Try-On?

Sometimes you need to touch and try on frames before making a selection. With Home Try-On, 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](#).

Can XP Health ship outside of the U.S.?

We currently ship to all 50 states and U.S. territories, including Puerto Rico, Guam, and American Samoa, but not to other countries.

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>.