

## Compulsory Additional Requirements for Optical Dispensers:

These requirements are in addition to optical dispensing recognition criteria and Our Ancillary Provider Terms.

### 1. Optical dispensers obligations

All services must be provided by or under the supervision of a Bupa recognised optical dispenser or optometrist at the facilities.

All optical appliances dispensed must be registered with the Australian Register of Therapeutic Goods (ARTG).

All services must be provided in Australia.

Optical appliances must be dispensed from within Australia.

Services must be provided in the physical presence of the Bupa customer unless the provider is also recognised for online dispensing.

### 2. Premises

Applicants must operate a Bupa recognised optometry practice and/or optical dispensing outlet located within Australia which provides face-to-face service for clients.

### 3. Client care and after-sales care

An optical dispenser must:

- Have a customer service contact phone number available Monday to Friday during business hours, at a minimum;
- Accommodate the client for fitting spectacles upon dispensing;
- Ensure clients who are first-time wearers of contact lenses receive a fitting appointment;
- For customers who purchase contact lenses, provide the customer with relevant written information including, but not limited to care, handling and wearing of contact lenses and possible complications or adverse reactions that may occur with their use;
- Provide at a minimum, the manufacturer's warranty for all spectacle frames, spectacle lenses and contact lenses available for purchase; and
- Have in place a terms and conditions policy outlining at a minimum, the obligations of the buyer, returns and refunds, warranty, privacy, and cancellation policies. These must be easily accessible via the company's website or at the front desk of the premises.

### 4. Sale & billing of optical appliances

An optical dispenser must meet all Bupa requirements before benefits are payable for services provided by them.

Bupa will not be billed for spectacles or contact lenses that are not designed to correct or ameliorate a refractive abnormality or defect of sight. This includes such items as non-prescription sunglasses and cosmetic, coloured or novelty contact lenses.

A current (i.e. not older than 24 months) and valid prescription must be provided by the client.

Records of purchases must be maintained. These must include all relevant details such as the customer details, prescribing optometrist details, prescription details and the product supplied.

Records of the prescriptions (current and expired) must be retained as defined by the Optometry Board of Australia Policies and Guidelines.

### 5. Online Optical Dispensing

Where online services are provided, the optical dispenser must be recognised by Bupa as an online optical provider.