



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 or prescription glasses, nonprescription glasses (computer glasses and sunglasses), 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 do I get my in-person, comprehensive eye exam?

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

- Find your vision provider using our provider tool at xphealth.co/nva-search
- Bring your digital member ID card to your appointment and tell the provider your benefit 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 Coverage](#).

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 [fit 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](#)

How do I get started?

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

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

For more details visit [Getting Started Overview](#) and [Adding Family Members to Your Account](#)

How much does XP Health cost?

At XP Health, we believe in transparent pricing. For maximum savings we recommend our XP Health marketplace where you'll benefit from direct-from-warehouse rates and exclusive discounts, ensuring no hidden fees or surprises when ordering eyewear and contacts.

Have questions?

You can email concierge@xphealth.co or reach out to XP Health's member experience team via the chat function on the XP Health website.