

# Guam CBOC Eyeglasses Instructions

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The VA has launched a new service where a VA contracted optician will be assisting you with obtaining your eyeglasses. This optician is located at the Veterans Benefits Administration Building in Tiyan and is the only authorized location for obtaining eyeglasses starting April 2017.



1. Contact TRIWEST at 866-606-8198 to request for an authorization for eye exam with chosen CHOICE Vendor optometrist or ophthalmologist. *It is best to have an optometrist or ophthalmologist in mind prior to calling Triwest.*
2. After calling Triwest, contact your PACT team via phone (671-475-5760) or in person to request for an authorization for the eyeglasses. You **do not** need to have your eyeglasses prescription in your possession to request for this. Eyeglasses authorization requests can now be requested during a walk in visit or simply relaying request to front desk or any clinical staff. Please ensure you obtain a paper copy of the eyeglasses authorization.
3. Once you obtain your prescription from the Optometrist, proceed to the Guam VBA to see the VA optician with both the eyeglasses prescription and the eyeglasses authorization to select your frames. You should receive the eyeglasses in approximately 2 weeks in your mail box. Should you have the need for any adjustment of the frames, you may return to see the VA optician at the VBA.

## Hours of Operation for VA Optician

Mon - Fri 0800-1500 (lunch from 12-1)

(\*travels to Saipan every other Friday)

Walk – In ONLY

Call 671-648-0091 if any questions