



# Contact Us

We're here to help. Here's our important contact information.

## GENERAL CONTACT INFORMATION



CEC - Community Eye Care  
4944 Parkway Plaza Blvd.  
Suite 200  
Charlotte, NC 28217



888-254-4290 Toll-Free  
704-426-6055 Local  
704-426-6044 Fax



info@cecvision.com



cecvision.com



cecvision

## DEPARTMENT CONTACT INFORMATION

Our customer service hours are Monday - Friday, 8:00 am -6:00 pm ET and Saturday, 10:00 am to 3:00 pm ET.



### Enrollments and Terminations

Email: ect@cecvision.com  
Phone: 888-254-4290  
Option 3, then Option 1  
Fax: 704-413-7099



### Claims

Email: claims@cecvision.com  
Phone: 888-254-4290  
Option 3, then Option 6  
Fax: 704-413-7098



### Member Customer Service

Email: customerservice@cecvision.com  
Phone: 888-254-4290  
Option 3, then Option 2  
Fax: 704-973-7714



### Billing

Email: invoices@cecvision.com  
Phone: 888-254-4290  
Option 5  
Fax: 704-413-7042



### Benefits Managers Portal

Email: clientrelations@cecvision.com  
Phone: 888-254-4290  
Option 3, then Option 3  
Fax: 704-973-7714



### Payments

*Payments by check must be mailed to:*

Community Eye Care, LLC  
c/o CEC Lock Box  
PO Box 746996  
Atlanta, GA 30374-6996