

WELCOME TO MUTUAL OF OMAHA



Welcome to the Mutual of Omaha vision family! Here's what to expect during the onboarding process.

- Member identification cards and welcome packets will be provided shortly after the implementation process is completed.
- **Note:** The welcome packet is mailed in completely discreet, unassuming packaging, so please be sure to check all mail.
- Until your company's enrollment is fully processed and accessible to our customer care team, specific provision verifications will not be available.

In the meantime, we're committed to ensuring your needs are met. If you have an existing appointment or should need to see a vision provider prior to receiving your member ID card(s):

- Please contact your benefit administrator to see if the onboarding process is completed.
- If completed, you may go to your appointment as ID cards aren't required at time of visit.
 - Providers only need a member's name and date of birth to verify eligibility.
- If your onboarding isn't complete yet, we can provide a temporary ID card. Ask your benefit advisor to provide your name and date of birth to Mutual of Omaha. Then, we'll create a temporary ID.



Employer: Wall to Wall, LLC
Group ID Number: G000CT98
Effective Date: 1/1/2026

We are here for you

If you have questions about your vision coverage once it's fully implemented, contact your benefits administrator or call vision customer care at 833-279-4358.