Welcome to the 2019 Optical Catalog!

The Dixon Optical Lab takes great pleasure in introducing our brand new catalog for 2019, including many refreshing additions to our product line! Enclosed you will notice two frame collections: Standard and Safety & Security.

We sincerely thank you for your business and loyalty. Please enjoy your 2019 catalog, featuring a variety of new frame styles meticulously selected with the residents of Illinois in mind.

Our Story

The Dixon Optical Lab has been producing quality eyewear for over thirty years through the Illinois Correctional Industries (ICI) optical reentry program. ICI offers incarcerated offenders the opportunity to develop usable skills and positive work habits; all while giving back to the community. Our optical program allows the State of Illinois to provide cost-effective, quality prescription eyewear to residents throughout the state. Dixon’s goal is to achieve a constant high standard of quality while maintaining economical operations. Our lab strives to provide our customers with products and services that conform to their specifications and requirements.

Moreover, offender staff are highly encouraged to take the American Board of Opticianry (ABO) certification exam offered through our lab, for the purpose of becoming ABO Board-Certified opticians. As of January 2019, well over half of our offender workforce have become ABO certified.
Contact HFS

phone (877) 782-5565  
fax (217) 524-7120  
email hfs.webmaster@illinois.gov  
url https://www.illinois.gov/hfs

Submitting Optical Orders

All standard Optical Prescription Orders (OPOs) and claims that do not require prior approval must be mailed to:
Illinois Department of Healthcare & Family Services  
Attn: Standard Optical Claim Processing  
PO Box 19105  
Springfield, IL 62794

All optical orders and claims that do require prior approval must be mailed to:
Illinois Department of Healthcare & Family Services  
Attn: Prior Approval Optical Claims  
PO Box 19115  
Springfield, IL 62794

The Dixon Optical Lab (ICI) and HFS are separate entities. Our lab has no involvement in processing participants optical prescription orders, claims, prior authorizations, nor determining a participant’s eligibility status. Therefore, providers must contact HFS at (877) 782-5565 for this information. Rather, Dixon ICI is utilized by HFS to fabricate authorized optical prescription orders. HFS provides optical prescription order forms, claim forms, envelopes, and any additional forms to registered optical providers.

Authorized optical orders for HFS are shipped in bubble wrap for protection.

Important Notice:

Please be advised that per statewide policy, our lab is required to shut down annually, mid-June, to conduct mandatory fiscal year-end inventory. Production of eyeglasses will cease. Orders received on or after shutdown will not be entered or processed and will be held until conclusion of inventory. Inventory generally lasts two weeks. Providers will notice a delay in the delivery of completed orders and experience a couple weeks without receipt of shipments from our lab. We apologize for the unfortunate inconvenience this causes and truly appreciate your patience.
All standard frames are covered through HFS.
Standard Frame Collection

Craze
50-18-140
Black/Blue
Black/Burgundy
Black/Green
Black/Grey
Black/Taupe

Dillon
50-19-140
52-19-145
54-19-150
Black
Brown Fade
Grey Fade

Floral
51-17-140
Brown/Black/Crystal
Burgundy/Black/Crystal
Purple/Black/Crystal

Harper
50-19-140
Blue/Purple
Grey/Blue
Tortoise/Burgundy

Hunter
53-16-140
55-16-145
58-16-150
Gold
Gunmetal
Matte Brown

Juggle
44-16-125
Black Matte
Fuchsia Matte
Navy Matte

Dance
53-16-140
Black/Aqua
Black/Lilac
Tortoise

Finale
48-19-135
50-19-140
52-19-145
Antique Brown
Antique Silver
Gold

Gravity
55-19-140
Matte Black/Tortoise
Matte Brown/Tortoise
Matte Gunmetal/Black

Hide & Seek
42-19-125
44-19-130
Brown
Navy
Purple

Jazz
52-18-140
54-18-145
56-18-150
58-18-150
60-18-155
Black
Brown
Gunmetal

Kendall
45-17-130
Matte Black
Matte Brown
Matte Navy

All standard frames are covered through HFS.
Standard Frame Collection

Craze

Melanie 53-17-140
Matte Black
Matte Brown
Matte Plum

Metropolitan 53-18-150
Black Matte
Crystal
Tortoise

Nate
48-18-135
50-18-135
52-18-140
54-20-145
56-20-145
58-20-150
Brown Fade
Grey Fade
Shadow

Peewee
36-14-115
38-14-120
Blue
Brown
Tortoise

Kody
52-18-140
54-18-145
Black
Brown
Gunmetal

Limit 52-16-145
Black/White
Brown/Tan
Navy/Light Blue

Mellow 52-17-145
Black/Blue Fade
Black/Crystal
Black/Plum Fade

Monica
50-17-130
52-17-135
54-17-140
Brown
Grey
Rose

Ninja
44-18-130
46-18-135
Matte Black
Matte Blue
Matte Brown
Matte Burgundy
Violet

Plasma
51-16-140
53-16-145
Black
Brown
Navy

All standard frames are covered through HFS.
Standard Frame Collection

Pumpkin Skull
- 40-16-120
- 42-16-125
- Black
- Blue
- Demi Amber/Antique Brown
- Gold

Ralph
- 52-17-140
- 54-17-145
- 56-17-150
- Black
- Brown
- Grey

Remote
- 48-18-135
- 50-18-140
- Black/Blue
- Black/Lime
- Black/Pink
- Black/Purple

Skateboard
- 45-15-125
- Black/Blue Matte
- Brown Matte
- Navy Matte

Sky
- 47-17-130
- 49-17-135
- Black
- Brown
- Burgundy

Slick
- 57-17-150
- 60-17-150
- Black
- Crystal
- Red
- Tortoise
- White

Soda
- 44-20-130
- 46-20-135
- Black
- Blue
- Brown

Special
- 46-20-130
- 48-20-135
- 50-20-140
- Black
- Brown
- Violet

Spunky
- 47-16-130
- Black/Navy
- Black/Pink
- Black/Red
- Black/Sky Blue

Studio
- 51-19-140
- Black
- Brown
- Gunmetal

Tackle
- 45-16-130
- 47-16-135
- Black
- Navy
- Tortoise

TellTale
- 53-17-135
- Black
- Burgundy
- Teal

All standard frames are covered through HFS.
Standard Frame Collection

**Tie-Dye**
- 45-17-130
- 47-17-135
- Tie-Dye Blue
- Tie-Dye Brown
- Tie-Dye Purple

**Todd**
- 46-18-135
- 48-18-140
- 50-18-145
- Antique Brown
- Antique Gold
- Matte Black

**True**
- 50-18-140
- 52-18-145
- Black
- Brown
- Grey

**Trust**
- 50-18-140
- 52-18-145
- Black/Black Matte
- Brown/Tortoise Matte
- Navy/Tortoise Matte

**Twinkle**
- 39-17-130
- Pastel Blue
- Pastel Brown
- Pastel Pink

**Vern**
- 52-20-135
- 54-20-140
- Black
- Brown
- Gold

**Tiger**
- 49-18-135
- Matte Black/Tortoise
- Matte Gunmetal/Black
- Matte Navy/Blue

**Tomorrow**
- 51-17-135
- 53-17-140
- 55-17-145
- Black
- Brown
- Grey

Jazz

All standard frames are covered through HFS.
Our lab is excited to introduce the expansion of our selection of safety and security eyeglass frames through a highly-respected partnership with Solo Bambini®. Located in Burlingame, California and founded in 1990, Solo Bambini® frames are made in the USA with FDA-approved materials and colors. The frames are hypoallergenic and contain no screws or metal parts. These frames are lightweight, comfortable to wear, durable, and completely flexible. They are the perfect solution for infants, children, and even adults! With the purchase of any Solo frame listed below comes a hard plastic case, adjustable strap, and microfiber cloth. Frames are available in several different styles and a variety of beautiful, transparent colors, to fit any personal style. Solo Bambini frames are available through HFS with prior approval. Questions should be referred to HFS. Frames from this collection are priced at $35, as listed on page 2.

<table>
<thead>
<tr>
<th>Frame</th>
<th>Sizes</th>
<th>Colors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Itsy Bitsy</td>
<td>30-13-105</td>
<td>Ice, Ice Blue, Strawberry Ice</td>
</tr>
<tr>
<td>Teeny Weeny</td>
<td>35-14-110</td>
<td>Ice, Ice Blue, Strawberry Ice</td>
</tr>
<tr>
<td>Toddler</td>
<td>40-15-115</td>
<td>Blue, Charcoal, Denim, Lavender, Pink, Strawberry Ice</td>
</tr>
<tr>
<td>Rookie</td>
<td>38-14-110, 42-15-115, 44-16-120</td>
<td>Blue, Charcoal, Denim, Lavender, Pink, Root Beer, Watermelon Red</td>
</tr>
<tr>
<td>Rascal</td>
<td>43-16-110, 46-17-125</td>
<td>Charcoal, Denim, Forest Green, Pink, Plum, Root Beer, Watermelon Red</td>
</tr>
<tr>
<td>Scout</td>
<td>45-18-130</td>
<td>Charcoal, Denim, Forest Green, Ice, Peony, Root Beer, Watermelon Red</td>
</tr>
<tr>
<td>Eagle Scout</td>
<td>50-20-140</td>
<td>Charcoal, Denim, Forest Green, Ice, Red, Root Beer</td>
</tr>
<tr>
<td>Scout Master</td>
<td>55-22-155</td>
<td>Charcoal, Denim, Forest Green, Ice, Red, Root Beer</td>
</tr>
</tbody>
</table>

Solo Bambini frames require prior approval through HFS. Contact the agency directly at (877) 782-5565.
Account Information Update Form
Providers are responsible for keeping their account information with our lab current. Providers must notify the Dixon Lab of any changes. Providers should use Dixon’s Account Information Update Form when notifying our lab of any changes to their account. Completed forms can be sent by mail, email, or fax.

Request for UPS Return Label
The Dixon Optical Lab will provide a one-time use, prepaid UPS shipping label to requesting providers for orders eligible for return under warranty. Warranty policies are listed on page 10. To request a return label, a UPS Return Label Request Form must be completed and submitted to our lab. Instructions are included on the form.

Status Request Form
A Status Request Form must be used when requesting the status of any optical order being fabricated by our lab. No statuses are provided over the phone at any time. Providers should refrain from sending copies of orders they seek the status of, as this may result in duplicate eyeglasses being fabricated. Incomplete status request forms will not be processed and will be returned to the provider.

In order for ICI staff to research the status of an optical order submitted through HFS, the HFS assigned Document Control Number (DCN) of the Optical Prescription Order is required. Any status request form received without this required DCN will not be processed. It is the provider’s responsibility to have confirmation that the order has been authorized before submitting a status request to our lab. When an order is authorized, the DCN can be found on the Weekly Remittance Statement that is mailed out to providers by HFS. If your office does not have access to the weekly remittance statements, you must fax HFS an Adult Eligibility & Fabrication Status Form to the fax number listed on the form. Once the DCN has been acquired, you may then complete and submit our lab’s status request form by email or fax.

Stock Frame Order Form
A Stock Frame Order Form is provided for the purpose of ordering replacement frames samples that are no longer covered under warranty, to order additional sizes and colors of frame samples for more variety, or simply to purchase frames to have on hand for patients to purchase. Frame prices are listed on page 2. Stock frame orders are to submitted directly to our lab by email or fax. No orders will be accepted by mail. Stock frame orders do not get submitted to HFS and are not intended for use when ordering a frame for a specific patient.
Frame Warranty: Dixon Correctional Industries Optical Lab warrants all frames supplied by our lab to be free of manufacturing defects in materials or workmanship for a period of 180 days (approximately six months) from the original ship date from our lab, to the provider. Shipping charges to return warranty eligible frames will be covered by ICI, and a prepaid shipping label will be issued for the return of the broken/defective frame(s). Providers must return the broken/defective frame(s), the existing lenses and a copy of the original paperwork sent with the order. Frame breakage or defects must be brought to our lab’s attention within the warranty period.

Lens Warranty: Dixon Correctional Industries Optical Lab warrants all lenses fabricated by our lab to be free of manufacturing defects and to have been fabricated within ANSI standards, according to the optical order received, upon arrival to the ordering provider. Lenses are covered under warranty for a period of five (5) business days from the date of signed receipt by the provider or until dispensed to the patient, whichever comes first. In the event of a lab error in the fabrication of lenses, return shipping charges will be covered by ICI, and a prepaid shipping label will be issued. Providers must return the lenses and a copy of the original paperwork sent with the order. Provider errors will be remade at the provider’s expense. Dixon Correctional Industries will not pay return shipping charges for provider errors.

It is the mission of the Illinois Correctional Industries to enhance public safety and successful offender reentry to society by providing vocational training to offenders in which they obtain valuable job skills and experience while producing quality products and services, and doing so at no cost to the taxpayers of the State of Illinois.

Frequently Asked Questions

How do I acquire the Document Control Number (DCN)?

HFS assigns a unique document control number for payment of eyeglasses to be fabricated. When an order is authorized, the DCN can be found on the Weekly Remittance Statement that is mailed to providers by HFS.

I received notification that an order was rejected by HFS. How do I find out why?

The Dixon Optical Lab (ICI) and HFS are separate entities. Our lab has no involvement in processing participant optical orders, claims, prior authorizations, or determining eligibility. Providers must contact HFS at (877) 782-5565 for this information. Rather, Dixon ICI is in partnership with HFS to fabricate only authorized optical orders.

Who provides order forms, claim forms, and envelopes for HFS optical orders?

HFS provides optical order forms, claim forms, envelopes and any additional forms to registered optical providers. Dixon does not possess any of these items.

How do I replace sample frames for our display kit?

One frame sample of every style we offer is provided at no cost. Frame samples are covered under the same warranty as listed above. If frame samples are stolen, come up missing, or become damaged, the provider is responsible for the cost of replacing the frame. To do so, a stock frame order form must be completed and submitted directly to our lab.