

Frequently Asked Questions

VSP® Member Services



At VSP Vision Care, we're dedicated to offering a benefit that's simple to use and worry free. Here are answers to questions we're asked most about our services for members.



Questions

What's the best way to communicate and promote the VSP benefit to members?

Do members need an ID Card?

How do members obtain a list of VSP Preferred Providers?

If members have questions about plan coverage, eligibility, or eyecare wellness information, where should I direct them?

Can we link our intranet or website to the VSP website?

What is my client ID number to register for the Manage Your Plan section?

Answers

We have a variety of member communication tools designed to increase awareness and understanding of the VSP benefit. They're eye-catching, easy to read, and provide all the benefit information members need. Please review the enclosed Member Communications Overview, and then contact the Client Support Team at **800.216.6248** for more information or to order the tools you need.

An ID Card, or Member Vision Card, isn't required for members to receive services or care. Members simply call a VSP network doctor to schedule an appointment, and tell them that they're a VSP member. The doctor and VSP handle the rest. If a member wishes to have an ID Card, you can access them under the Resources section of the Benefits Managers site on **vsp.com**.

They simply go to **vsp.com** or contact VSP at **800.877.7195**. Clients registered for the Manage Your Plan section at **vsp.com** can download customized VSP provider lists as PDF or Excel files.

Members and dependents have instant access through **vsp.com** to check coverage and eligibility, find a VSP provider, and learn more about eyecare wellness.

Members can also call VSP Member Services any time at **800.877.7195** or access our automated benefits information system to check eligibility or find a provider. Our fully trained member service representatives are available Monday through Friday, from 8 a.m. to 10 p.m., Eastern time.

Yes. To make it easy for members to find **vsp.com**, add the following code to your website: `VSP`.

You'll receive your client ID number with your welcome call or e-mail. In addition, each month's bill contains your client ID number, along with the division and class number(s) currently active with VSP. You can also contact the Client Support Team at **800.216.6248** for your client ID number.

Questions

What if a member is dissatisfied with a VSP provider, or the materials received through the VSP benefit?

Can members choose any eyecare provider?

How do members collect reimbursement after visiting an open access provider?

Answers

Our Member Promise Program guarantees complete member satisfaction with services received from a VSP provider. If a member isn't happy with the services or products received from a VSP provider when using their VSP benefit, please have them contact Member Services at **800.877.7195**.

Yes. If VSP Open AccessSM coverage is included in your plan, members can obtain services from any provider they choose, including national or retail chains. Reimbursement for out-of-network services is according to a schedule with the same copays and limitations as services through VSP Preferred Providers. However, VSP can't guarantee satisfaction or extend discounts when using an out-of-network provider.

When services and/or materials are obtained from an open access provider, members have two reimbursement choices:

1. Members can ask an open access provider to submit a request for reimbursement on their behalf. This means members won't need to pay their entire bill up front and will only be responsible for paying applicable copays and any balance above their open access schedule.
2. Members can pay the open access provider directly and submit a request for reimbursement to VSP, using the following procedure:
 - A. Pay the open access provider the full amount and request an itemized copy of the bill. The bill should separately detail the charges for the eye exam and materials, including lens type.
 - B. Include the following information with the bill:
 - the name, address, and phone number of the open access provider
 - the covered member's ID number;
 - the covered member's name, address, and phone number;
 - the name of the group;
 - the patient's name, date of birth, address, and phone number;
 - the patient's relationship to the covered member (such as self, spouse, child, student, etc.).

Members can simply write the information on the bill or use the printable form available when members sign on to view benefits information at **vsp.com**.

- C. Send a copy of the itemized bill(s) with the above information to VSP at:
VSP
PO Box 997105
Sacramento, CA 95899-7105

Please note that claims for reimbursement must be filed within 12 months of the date of service. Members will be reimbursed according to the open access reimbursement schedule.