

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 Providers?

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

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

Answers

We have a variety of member communication tools designed to increase awareness and understanding of the VSP benefit. They're 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 provider to schedule an appointment, and tell them that they're a VSP member. The provider and VSP handle the rest. If a member wishes to have an ID Card, they can register and log on to **vsp.com** to print one.

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 eye care 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. VSP Member Services is available Monday – Friday, from 5:00 a.m. to 8:00 p.m.; Saturday, 7:00 a.m. to 8:00 p.m.; and Sunday, 7:00 a.m. to 7:00 pm. (Pacific Time).

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

Questions

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

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

Can members choose any eye care provider?

How do members collect reimbursement after visiting an out-of-network provider?

Answers

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

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

Yes. If VSP out-of-network 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 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 out-of-network provider, members have two reimbursement choices:

1. Most out-of-network providers will submit a request for reimbursement on behalf of VSP members. 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 out-of-network schedule.
2. Members can pay the provider directly and submit a claim to VSP for reimbursement, using the following procedure:
 - A. Visit the **Benefits & Claims** section of vsp.com to begin your claim.
 - B. Complete the claim form. Make sure you have a copy of your itemized receipt or statement that includes:
 - Doctor name or office name
 - Name of Patient
 - Date of Service
 - Each service received and the amount paid
 - C. After completing the claim form, you may attach your receipt(s) or print and mail copies of your claim form and receipt(s) to:

VSP

P.O. Box 385018

Birmingham, AL 35238-5018

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

