

Frequently Asked Questions



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.



GETTING STARTED WITH YOUR BENEFITS

ANSWERS

Where can I view my vision benefit information?

You can view your vision benefit information from your VSP member account. Here's how:

- Go to **vsp.com/login** and log in to your account or create an account if you need to.
- Once logged in, click "View Your Benefits" in the **Your Benefits** tile.
- Use the buttons on the next page to view your benefit information, find out how to use your benefits, and view your claim history.

Where can I find my member ID card and ID number?

While no ID card is needed when you visit a VSP network provider, you can print or save a card for your records from your VSP member account.

When you make an eye appointment, just say you are a VSP member—your doctor may ask for your VSP member ID or member number. This may be the last four digits of your (the primary subscriber's) social security number or a unique ID given by your employer (if you are enrolled through your workplace).

How do I find a doctor near me?

Log in to your VSP member account for a complete provider listing, or visit **vsp.com/eye-doctor** to find a provider near you. The steps to find a VSP network doctor from your member account are:

- Once logged in, click "Find a Doctor" in the top navigation bar.
- Enter your ZIP code or city and state to view a list of in-network doctors and retail locations near you.
- You can filter by advanced search options if needed by selecting "Advanced Search" in the top right corner of the page. You can search by type of doctor, products, services, frame brands available, hours and scheduling options, gender, language, and distance (in miles).
- Once you've selected the doctor you want to make an appointment with, be sure to let them know you have VSP coverage.

How do I view my Vision Benefit Statement (VBS)?

You can view your Vision Benefit Statement from your member account. Once logged in, you may need to click the benefits & claim history tile on your dashboard or go to **Benefits** and then click "Benefits History."

If your VBS doesn't open when you click on it, disable your pop-up blocker, as these can sometimes prevent the document from opening.

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How can I view dependent information from my account?

You can view the dependents covered under your plan from your VSP member account. Once logged in, click “Member Details” at the top right corner of your screen and select who you’d like to view coverage for from the drop-down that appears.

Can I use my benefits at retail chains?

Want to shop retail? All Visionworks® and Eyemart Express retail locations are in network for VSP members are part of the VSP Premier Edge™ network. Depending on your plan, you may also be able to use your benefits at retail locations like Walmart/Sam’s Club and Costco.* Please contact VSP Member Services to confirm your retail coverage.

AFTER YOUR APPOINTMENT

ANSWERS

What are Exclusive Member Extras?

We put our members first by providing exclusive offers totaling more than \$3,000 in savings from VSP and other popular brands for your eye care and overall wellness needs. Save on your favorite frame brands and contact lenses, get discounts on wellness products and services, travel, entertainment, and everyday home and financial services that make your life easier. Visit **vsp.com/offers** to learn more.

What happens if I see an out-of-network provider?

Your VSP benefits will always go further when you see an in-network eye doctor and you don’t need to file for reimbursement.

How do I submit an out-of-network reimbursement claim?

When you go out-of-network, you’re missing out on savings and possibly paying more out-of-pocket. However, if you’d like to see an out-of-network provider, please call Member Services at **800.877.7195 (TTY: 711)** to see if you have out-of-network benefits. Once Member Services confirms if you have out-of-network coverage or not, they will be able to walk you through the process for submitting an out-of-network claim.

You can also submit an out-of-network claim online! Just follow these steps:

- Log in to your **vsp.com** account
- Click on “View Your Benefits”
- Click “Submit a Claim” under **Oops! Did You Go Out of Network?**
- Click “Start New Claim”

How can I view my claim history?

You can view your claim history from your VSP member account. Once logged in, click “View Your Benefits” in the **Your Benefits** tile. On the next page, select “Benefit History.”

The next page will display your claim history by year and your Vision Benefit Statements (VBS).

Tip: Disable your pop-up blocker if you have trouble opening your VBS.

Visit **vsp.com/faqs** for more information.

*Benefits at retail locations may be different or not apply; view your plan details on your member account to confirm your coverage at retail locations and find in-network retail providers. VSP Premier Edge™ is not available for some members in the state of Texas. Visionworks and Eyemart Express family of stores are VSP-affiliated companies.

To learn about your privacy rights and how your protected health information may be used, see the VSP Notice of Privacy Practices on **vsp.com**.

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