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.



VSP Member Services

vsp vision care

QUESTIONS	ANSWERS
What's the best way to communicate and promote the VSP® benefit to members?	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.
Do members need an ID card?	An ID card or Member Vision Card isn't required for members to receive services or care. Members simply call a VSP network provider to schedule an appointment and tell them that they're a VSP member. The network provider and VSP handle the rest. If a member wishes to have an ID card, they can create an account and log in at **vsp.com** to print one.
How do members obtain a list of VSP network providers?	They should visit **vsp.com** or contact VSP at **800.877.7195**. Clients registered for the **Manage Your Plan** section at **vsp.com** can download customized VSP network provider lists as PDF or Excel files. Members and dependents have instant access through **vsp.com** to check coverage and eligibility, find a VSP network provider, and learn more about eye care wellness.
If members have questions about plan coverage, eligibility, or eye care wellness information, where should I direct them?	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 network provider. VSP Member Services is available Monday to Saturday, from 6:00 a.m. to 5:00 p.m., (Pacific Time); Closed on Sunday. ***Please note these new hours are effective January 1, 2022.***
Can we link our intranet or website to the VSP website?	Yes. To make it easy for members to find **vsp.com**, add the following code to your website: **vsp.com>VSP**.
What is my client ID number to register for the **Manage Your Plan** section?	You'll receive your client ID number with your welcome call or email. 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.

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What if a member is dissatisfied with a VSP network provider, or the materials received through the VSP benefit?	Our Member Promise Program guarantees complete member satisfaction with services received from a VSP network provider. If a member isn't happy with the services or products from a VSP network provider when using their VSP benefit, please have them contact VSP Member Services at **800.877.7195**.
Can members choose any eye care provider?	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 network providers. However, VSP can't guarantee satisfaction or extend discounts when using an out-of-network provider.
How do members collect reimbursement after visiting 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 and Claims** section of **vsp.com** to begin a claim. B. The member should fill out the claim form completely and submit an 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. Submit claims online at **vsp.com** or by mail to: **VSP** **PO Box 495918** **Cincinnati, OH 45249-5918** 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.

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