

# Frequently Asked Questions



At VSP® Vision Care, we know vision insurance usually comes with some questions. We're here to help you get answers.



HAVE QUESTIONS ABOUT GETTING STARTED WITH YOUR VSP BENEFITS?	ANSWERS
<p>Where can I view my vision benefit information?</p>	<p>You can view your vision benefit information from your VSP member account. Here's how:</p> <ul style="list-style-type: none"> <li>• Go to <a href="https://vsp.com/login">vsp.com/login</a> and log in to your account or create an account if you need to.</li> <li>• Once logged in, click "View Your Benefits" in the <b>Your Benefits</b> tile.</li> <li>• Use the buttons on the next page to view your benefit information, find out how to use your benefits, and view your claim history.</li> </ul>
<p>Where can I find my member ID card and ID number?</p>	<p>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.</p> <p>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).</p>
<p>How do I find an in-network doctor near me?</p>	<p>Log in to your VSP member account for a complete provider listing, or visit <a href="https://vsp.com/eye-doctor">vsp.com/eye-doctor</a> to find a doctor near you. The steps to find a VSP network doctor from your member account are:</p> <ul style="list-style-type: none"> <li>• Once logged in, click "Find a Doctor" in the top navigation bar.</li> <li>• Enter your ZIP code or city and state to view a list of in-network doctors and retail locations near you.</li> <li>• 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).</li> <li>• Once you've selected the doctor you want to make an appointment with, be sure to let them know you have VSP coverage.</li> </ul>
<p>Can I see an out-of-network doctor?</p>	<p>Your VSP benefits will always go further when you see an in-network eye doctor, and you don't need to file a claim for reimbursement.</p> <p>However, if you'd like to see an out-of-network doctor, please call VSP Member Services at <b>800.877.7195</b> (TTY: 711) to see if you have out-of-network benefits.</p>
<p>How do I view my Vision Benefit Statement (VBS)?</p>	<p>You can view your Vision Benefit Statement (also known as an EOB) from your member account. Once logged in, click "View Your Benefits" in the <b>Your Benefits</b> tile. On the next page, select "Benefit History."</p> <p>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.</p>

HAVE QUESTIONS ABOUT USING YOUR BENEFITS?	ANSWERS
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 and 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.

HAVE QUESTIONS ABOUT YOUR BENEFITS AFTER YOUR EYE APPOINTMENT?	ANSWERS
What are Exclusive Member Extras?	<p>We put our members first by providing special 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.</p> <p>Visit <a href="https://vsp.com/offers">vsp.com/offers</a> to learn more.</p>
How do I submit an out-of-network reimbursement claim?	<p>When you go out of network, you’re missing out on savings and possibly paying more out of pocket. If you have out-of-network benefits and see an out-of-network doctor, contact VSP Member Services at <b>800.877.7195</b> (TTY: 711). They can walk you through the process of submitting an out-of-network claim.</p> <p>You can also submit an out-of-network claim online:</p> <ul style="list-style-type: none"> <li>• Log in to your <b>vsp.com</b> account</li> <li>• Click on “View Your Benefits”</li> <li>• Click “Submit a Claim” under <b>Oops! Did You Go Out of Network?</b></li> <li>• Click “Start New Claim”</li> </ul>
How can I view my claim history?	<p>You can view your claim history from your VSP member account. Once logged in, click “View Your Benefits” in the <b>Your Benefits</b> tile. On the next page, select “Benefit History.”</p> <p>The next page will display your claim history by year and your Vision Benefit Statements (VBS).</p> <p><i>Tip: Disable your pop-up blocker if you have trouble opening your VBS.</i></p>

Visit [vsp.com/faqs](https://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.

Visionworks and Eyemart Express family of stores are VSP-affiliated companies. Availability of VSP Premier Edge may vary.

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](https://vsp.com).

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