

VSP Tips and Instructions

If you are enrolled in VSP/Vision Plan 1 coverage, here are a few tips to help you access your vision benefit:

- # The plan is called the *VSP Signature* plan.
- # ID cards are not required to access benefits. ID cards will not be mailed to enrollees in this plan. Enrollees can go to The Standard website and print an ID card, (see the next bullet).
- # Using a VSP provider will give enrollees the best in-network benefits. To find a VSP provider enrollees can go to <https://www.vsp.com/find-doctor-login.html> and register. Once registered the enrollee can print off an ID card.
- # When making an appointment with a VSP provider, the enrollee should tell the provider they have VSP coverage. **VSP providers are only able to look up by the employee's information i.e. name, Social Security Number, DOB, etc.;** family members must also provide the **employee information**. If anything but the employee's information is given, the provider will not be able to get benefits approved.
- # VSP Providers will only be able to see family members once claims are submitted.
- # When using a VSP provider, the enrollee will pay the appropriate deductible and the remainder of the claim is submitted to VSP.
- # If a non-VSP provider is used it will be considered out-of-network and the provider will likely not submit the claim. The enrollee will have to submit an out-of-network claim form for reimbursement of covered services. Benefits will be paid out-of-network. Allow 5-10 business days for receiving reimbursement of covered services.
- # If services are provided prior to an enrollee being entered in the system, benefits will be paid out-of-network and claims will not be reprocessed.
- # You should contact VSP direct at 1-800-877-7195 if you want to determine if something is covered. Again, VSP can only look up coverage using the employee's information, not family members information.