KEY CONTACT FOR MEMBERS

If members have questions regarding...	They can contact...	
• Finding a VSP Doctor • Plan Coverage • Member & Dependent Eligibility • Laser VisionCare Information • Importance of an Eye Exam • Information on Eye Care Wellness	**www.vsp.com**	VSP offers the eye care industry's only Web site that gives members and dependents instant access to eligibility information and VSP doctor locations in their area. Information on our Web site is updated weekly.
No Access to the Web?	**1-800-877-7195**	**Automated Benefits Information System or Member Services.** VSP's automated benefits information system can provide toll-free member and dependent information or VSP doctor locations. Or, our fully trained staff of over 400-member service representatives can assist our members with questions and/or concerns regarding their eye care coverage.
Resolution regarding VSP doctors or service	**Member Services** **Address:**	Every now and then a member will have a question regarding VSP's doctors or service. When that happens, contact Member Services at 1-800-877-7195 and request a Patient Resolution Form. Complete in as much detail as possible and send to: **VSP Headquarters, Member Services** **P.O. Box 997100** **Sacramento, CA 95899-7100**
Resolutions regarding fraud		If you or your members suspect fraud against VSP, please contact VSP's Fraud Hotline at 1-800-877-7236.
Out-of-network claims		VSP provides our members coverage either in-network or out-of-network. To submit an out-of-network claim, please refer to "Using Out-Of-Network Providers" page. This page can be duplicated for your members, if needed.