

COMMONLY ASKED QUESTIONS REGARDING VSP

Q: How do I obtain a list of VSP doctors?

A: *To obtain a current list of VSP doctor locations contact VSP at (800) VSP-7195 or access VSP's Web site at www.vsp.com.*

Q: Can I see one VSP doctor for my exam and have my glasses made by another VSP doctor or non-related optical shop?

A: *Yes. Identify yourself as a VSP member when making each appointment with the VSP doctors. Inform the first VSP doctor that you will be getting an exam only. Inform the second VSP doctor that you are seeking materials only (to avoid any confusion). Make sure the dispensing doctor's office will fill another doctor's prescription. If you are receiving your materials through an out-of-network provider, submit your itemized receipt to VSP and you will be reimbursed according to the out-of-network schedule.*

Q: What if I am dissatisfied with a VSP doctor or the materials I have received?

A: *If you receive unsatisfactory services or materials through a VSP doctor, complete an Issue Resolution Form obtained from VSP's Member Services at (800) 877-7195.*

VSP's philosophy is to guarantee complete member satisfaction with services received from VSP doctors.

Q: If I am eligible for an eye exam and materials, but I choose to only have an exam, can I utilize my materials benefit later in the year?

A: *Yes. Receiving an exam and materials at different times in the year will split your benefits, and therefore you may not be eligible for all services at the same time*

Q: When seeing a VSP doctor, what type of frame selection will be covered in full by VSP?

A: *Your VSP benefit provides guaranteed savings whether you choose a frame that is covered in full or one that exceeds the plan allowance. Currently, VSP's frame allowance covers a variety of frames on the market today. To select a frame based on the frame allowance, the VSP doctor or their staff can assist to determine which frames are covered in full.*

Q: What are some cosmetic options for which I can expect to incur out-of-pocket expenses?

A: *Some examples of cosmetic options are:*

- *Scratch coating*
- *Anti-reflective coating*
- *Progressive lenses*
- *Photochromic lenses*
- *Oversize lenses*
- *Any frame that exceeds your plan allowance.*