

WELCOME TO THE VSP FAMILY



FAQs – Updates effective 1/1/24

1. How do I find a VSP doctor?

First time users should create an account on [vsp.com](https://www.vsp.com). Once logged in, you can find an in-network doctor, view benefits and eligibility. In addition, you can contact VSP's Customer Service department at **800-877-7195**. VSP's network includes:

- Private practice doctors.
- Retail optical chains such as Visionworks, Costco Optical, Walmart Optical, Pearle Vision and Shopko.
 - Costco owns the optical stores, so eyewear is always in-network. However, Costco doctors are independent and not all participate. An exam provided by a non-participating Costco doctor would be out-of-network (lesser coverage).

2. Will I receive an ID card from VSP?

No, you will not receive a card from VSP and one is not needed for services. Your Seattle Area Plumbing & Pipefitting Industry Health Plan insurance card lists your assigned U891 number and VSP logo -OR- the provider can find you using the name and last 4 digits of the Local 32 member's SSN.

3. What to do when making an appointment?

It is important to always inform the VSP doctor or in-network retail optical chain that you have VSP coverage. The doctor's staff may need your date of birth and last 4-digits of your SSN (or the U891 number) to obtain the authorization for services.

- For dependents receiving services, provide the Local 32 member's name and last 4-digits of their SSN (or U891 number).
- The VSP doctor or in-network retail optical chain will submit the claim to VSP. You only pay any applicable copay or the cost of a non-covered item(s).

4. What about safety glasses?

VSP has a broad selection of safety glasses through the ProTec coverage. This benefit is available for Active Employees only. **In-network coverage is available only at a VSP doctor or Visionworks.**

- In-network coverage:
 - Frame covered in full when selected from the ProTec collection. Login into your account on [VSP.com](https://www.vsp.com), to view the ProTec frame catalog.
 - If you choose a frame outside of the ProTec collection from a VSP doctor, your coverage provides a \$200 frame allowance.
 - Base lenses (single vision, lined bifocal and lined trifocal), plus UV Coating, Scratch Resistant Coating, Anti-Reflective Coating, Polycarbonate Lenses and Progressive Lenses are covered in full.
 - All other lens enhancements are discounted 30%.
- Out-of-network coverage is available based on a schedule of allowances.

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5. Is coverage available if I see a non-VSP provider?

Get the most out of your benefits and greater savings by seeing a VSP network doctor. However, if you choose to use a non-VSP provider, the Plan does provide benefits based on schedule of allowances. You will need to submit a copy of the itemized receipt to VSP for reimbursement. This can be done by:

- Logging into vsp.com and submitting online or,
- Completing and submitting a VSP out-of-network claim form.

6. Can I still access care outside of Washington?

VSP is a nationwide company and in-network coverage is applicable with any VSP doctor or in-network retail optical chain regardless of location. The Participant just needs to let the doctor know they have VSP coverage.

7. Who do I call if I have questions about my coverage or eligibility?

Please call VSP at **(800) 877-7195** or visit **vsp.com**. When you log in to vsp.com you can find an in-network doctor, view benefits, claim history, and eligibility.