

VSP WellVision Exam

Good for Employees (And You)

The VSP WellVision Exam is an important part of caring for your eyes, vision, and overall health.

Did You Know?

A VSP® WellVision Exam® can help with the early detection of more than 270 health conditions.¹ With this exam, a doctor of optometry can provide patients with prescriptions for glasses and/or contact lenses, as well as help detect early signs of chronic conditions like high blood pressure, diabetes, and high cholesterol along with eye and vision issues.

Components of the VSP WellVision Exam

The main components of a WellVision Exam² include but are not limited to patient case history, preliminary testing, refraction, and ocular health assessment.



Patient Case History

The purpose of patient case history is to gather information about the reason for the patient's visit, ocular and systemic health, risk factors, and lifestyle.



Preliminary Testing

Preliminary tests are used to help determine eye health, refraction, and functional vision. The testing sequence is comprised of multiple procedures that may include visual acuity, eye alignment, depth perception, and color vision evaluations.

A **visual acuity test** is the part of an eye exam people are most familiar with. A patient will read an eye chart to determine the clarity of vision and how well the details of letters or symbols can be seen from various distances.



Refraction

Refraction is a multistep process that allows a doctor of optometry to determine a patient's individual prescription, from a universe of more than 200,000 possibilities.



Ocular Health Assessment

An ocular health examination screens for diseases or other potential problems, such as the ocular manifestation of systemic diseases in all structures of the eye.



Personalized Eye Care

VSP members have access to an exceptional eye care experience with the VSP doctor network consisting of credentialed optometrists and ophthalmologists.

A visit to the eye doctor is important for everyone, even if they don't need glasses. And a VSP WellVision Exam can help preserve and protect your vision and overall health.

Use this [shareable flier](#) which can help your employees understand the importance of an eye exam.

Visit [GetVSPToday.com](https://www.getvsptoday.com) for more tools to keep employees engaged in their personal health and vision care.

see well.
be well.

1. AOA.org, See the Full Picture of Your Health with an Annual Comprehensive Eye Exam 2. VSP doctors assess each patient's individual eye care needs and may conduct additional or fewer tests as necessary to ensure comprehensive examination of the eye.

Check Out vsp.com



As a VSP® member, you have access to **vsp.com** and the VSP Vision Care App. Both offer easy navigation and a personalized dashboard, so you can get the benefit information you need, exactly when you need it.

Your VSP Dashboard



Once logged in, **My Dashboard** is your homepage. You'll find a quick view of your benefit information, access to your claim history, and you can print your Member ID Card, plus more.

Personalized Benefits Section



The **My Benefits** tab shows your benefits history and an explanation of how you and your dependents can use your benefits.

Special Offers and Savings



We put our members first by providing exclusive offers from VSP and leading industry brands, totaling more than \$3,000 in savings. Log in to your VSP account and take advantage of these offers and save even more.

Improved Find a Doctor Page



The search capabilities are endless on the **Find a Doctor** page. View a map and use the drop-pin functionality to find the right VSP network practice location for you. You can also filter by business hours or appointment availability. Look for the orange **Premier Program** banner to find a VSP network eye doctor that will help you maximize your savings!



VSP Vision Care App

Scan the QR code below to download the VSP Vision Care App from the **Apple App** or **Google Play Stores**. Get instant access to your benefit coverage, Member ID Card, Exclusive Member Extras, and more.



Create a vsp.com account to get the most out of your vision benefits.

EYEWEAR PROTECTION PROGRAM



The Eyewear Protection Program is a worry-free warranty on your featured frame. VSP® Vision Care will replace your broken or damaged frames free of charge when purchased from a practice location participating in the VSP Global® Premier Program.

WHAT'S INCLUDED

- **REPLACEMENT OF YOUR BROKEN OR DAMAGED FRAME**

If your frames are broken or damaged within 12 months from the date of purchase, return them to your practice that participates in the Premier Program. Your doctor will replace them free of charge, no questions asked.

- **EXTRA SAVINGS ON REPLACEMENT LENSES**

If both your frame and lenses break, you can replace your lenses and any lens enhancements at special warranty pricing.

Lens Replacement Costs		Standard Lens Enhancement Costs*	
Single Vision Lenses	\$40	Progressive Lenses	\$55
Lined Bifocal Lenses	\$60	Anti-glare Coating	\$41
Lined Trifocal Lenses	\$75	Light-reactive Lenses	\$75
		Scratch-resistant Coating	\$17
		Impact-resistant Lenses	\$31

GET MORE WITH THE PREMIER PROGRAM!

FREE WARRANTY PROTECTION FOR YOUR GLASSES WHEN YOU PURCHASE A FEATURED FRAME BRAND FROM A PRACTICE LOCATION PARTICIPATING IN THE PREMIER PROGRAM.

FEATURED FRAME BRANDS

Altair® • Anne Klein • bebe • CALVIN KLEIN
 CALVIN KLEIN JEANS • Cole Haan • Columbia
 Converse • Cutler and Gross • DKNY • Donna Karan
 Dragon® • Draper James • Flexon® • Genesis™
 JOE Joseph Abboud • Joseph Abboud • Kilter®
 Lacoste • Lanvin • Lenton & Rusby® • Liu Jo • Longchamp
 Marchon NYC™ • McAllister • MCM • Nautica • Nike • Nine West
 Otis & Piper™ • Paul Smith • Pure® • Salvatore Ferragamo
 Skaga® • Spyder • Sunlites™ • Victoria Beckham

*Premium lens enhancements also available.

The Eyewear Protection Program is not an insurance plan. The program provides additional warranty protection for breakage only and cannot be used to replace lost or stolen glasses. Lens and frame replacement is based on the professional judgment of the VSP doctor. To qualify for the Eyewear Protection Program, you must purchase an eligible featured frame from a practice location participating in the Premier Program. The Eyewear Protection Program is available for one year from the original date of purchase of an eligible featured frame brand, which are subject to change. If the original frame is not available, another featured frame brand of similar style and cost may be used. Check with your doctor's office on which brands and styles are currently available. VSP reserves the right to change or cancel this program at any time without notice. The Premier Program is intended to help VSP members maximize their vision care benefits and its banner is not meant as a designation of care quality as all of our doctors meet high-quality standards of VSP for professional services. The doctor's information and Premier Program participation is subject to change.

Classification: Public

©2021 Vision Service Plan. All rights reserved.

VSP and VSP Global are registered trademarks, and Experience More and Otis & Piper are trademarks of Vision Service Plan. Altair and Kilter are registered trademarks, and Sunlites and Genesis are trademarks of Altair Eyewear, Inc. Flexon, Dragon, Lenton & Rusby, and Pure are registered trademarks, and Marchon NYC is a trademark of Marchon Eyewear, Inc. Skaga is a registered trademark of Scandinavian Eyewear AB. All other brands or marks are the property of their respective owners. 94932 VCXA

Enjoy Savings Beyond Your Vision Benefits!

vsp exclusive member extras



Take advantage of Exclusive Member Extras for you and the whole family! Get access to more than \$3,000 in savings from VSP® and other popular brands. Offers shown below are available at all VSP network doctor locations or participating partner locations.

Click on the offers below to learn how to save on everyday products and services **that go beyond vision care** and help make your life healthier and easier.

Glasses & Sunglasses

Extra
\$20
to Spend

Get an **Extra \$20** to spend on Featured Frame Brands.^{1,2}

Extra
\$40
to Spend

Get an **Extra \$40** to spend on select Featured Frame Brands.^{1,2}

Up to
40% Off
Lens Enhancements

Save up to 40% off popular lens enhancements.^{2,3}

eyeconic

a vsp vision company

Shop and save online for glasses, sunglasses, and contacts with your VSP benefits.


enchroma

WORLD'S BEST COLOUR BLIND GLASSES™

Get up to 20% off popular EnChroma collections.

HOYA

Get 6-month satisfaction guaranteed protection on Hoya lenses.



Save 20% on additional pairs of Nike glasses and sunglasses.

sunsync

Save up to 40% on SunSync® Light-Reactive Lenses.^{2,3}

techshield

Save up to 40% on all TechShield® Anti-Reflective Coatings.^{2,3}

unity

Try Unity® lenses worry-free for 6 months with The Unity Promise.



Try ZEISS Lenses risk-free for 6 months.

Maximize your savings with Premier Edge™ Offers only available at Premier Edge locations.

BAUSCH + LOMB

See better. Live better.

Save up to \$310 on an annual supply of contact lenses.

BAUSCH + LOMB

Biotrue
ONEday lenses

Get a free 30-day supply of Biotrue® ONEday contact lenses and an exclusive up to \$210 rebate.

Glasses Rebate

Get up to a \$100 rebate on the perfect pair of glasses.⁴

HOYA

Get 12-month satisfaction guaranteed protection on Hoya lenses.

Premier Edge Promise

Get a worry-free eyewear guarantee with triple protection.⁵

unity

Try Unity® lenses worry-free with The Unity Promise for 12 months.



Try ZEISS Lenses risk-free for 12 months.

Improve Your Health and Increase Your Savings

vsp™ exclusive member extras

As a member, you can save on everyday products and services that fit your needs beyond vision care—like discounts on fitness, nutrition, prescription drugs and access to diabetes resources.

Contacts

BAUSCH+LOMB
See better. Live better.

Save up to \$300 on an annual supply of contact lenses.

Health & Wellness

Diabetes Management Support

Save on testing supplies and find resources to help prevent or manage Diabetes.

 **optomap**®

Get not-to-exceed \$39 special pricing on optomap images.²

LASIK®

LasikPlus+

Save up to \$1,100 off LASIK.

The **LASIK Vision INSTITUTE**

Save up to \$1,100 off LASIK.

NVISION
EYE CENTERS

Save up to \$1,200 off all custom LASIK and PRK.

TLC
Laser Eye Centers®

Save up to \$1,100 off LASIK.

Hearing Health

TruHearing®

Save up to 60% on prescription & over-the-counter hearing aids, get deals on batteries, and access a free online hearing screening.⁷

vsp simple values

Access a variety of savings on fitness, prescription drugs, entertainment, travel, cash rewards, and more.⁸

Home & Financial Well-Being

 **CareCredit**

Get instant, in-office promotional financing offers for eye care and eyewear.

 **everplans**™

Organize, securely store, and assign access to important documents like wills, passwords, and more. All for just \$27 a year.

smartcredit®

Get smart about your credit, money, and privacy with SmartCredit, helping you meet your financial goals for just \$8.95 a month.

See how your savings can add up at vsp.com/offers.

Offers subject to change without notice. Some members may not be eligible for all offers. Members who participate in a Medicaid/state-funded plan are not eligible for the above offer. Visit vsp.com/offers for terms and conditions on specific offers.

1. Brands and promotions are subject to change. 2. Available to VSP members with applicable plan benefits. Check your benefits to see if this offer applies. 3. Savings based on doctor's retail price and vary by plan and purchase selection; average savings determined after benefits are applied. 4. Perfect Pair up to \$100 rebate expires 11/30/2023, rebate offer terms and conditions apply and are subject to change. Rebate offer valid from 7/1/2023 through 11/30/2023, and must be redeemed by 12/31/2023. The Sponsor/Officer of this rebate is Plexus Optix, Inc. 5. Restrictions may apply; visit vsp.com/offers/premier-edge-offers/glasses-and-sunglasses/Premier-Edge-Promise for terms and conditions. 6. Not all locations are on the VSP Laser VisionCare Network. Please call VSP Member Services at 800.877.7195 to confirm the location you're interested in visiting is in-network. 7. VSP is providing information to its members but does not offer or provide any discount hearing program. VSP makes no endorsement, representations, or warranties regarding any products or services offered by TruHearing, a third-party vendor. TruHearing is not insurance and not subject to state insurance regulations. For additional information please visit vsp.com/offers/special-offers/hearing-aids/truhearing. For questions, contact TruHearing directly. Not available directly from VSP in the states of Washington and California. 8. Some members may not be eligible for this program; visit vsp.com/simplevalues for terms and conditions.

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.

©2023 Vision Service Plan. All rights reserved.

VSP and Eyeconic are registered trademarks, and VSP Premier Edge is a trademark of Vision Service Plan.

Unity, TechShield, and SunSync are registered trademarks of Plexus Optix, Inc. All other brands or marks are the property of their respective owners. 116128 VCCM

Classification: Public

Save Up to 60% on Brand-Name Hearing Aids



Like vision loss, hearing loss can have a huge impact on your quality of life. However, the cost of a pair of quality hearing aids usually costs more than \$5,000,* and few people have hearing aid insurance coverage.

TruHearing makes hearing aids affordable by providing exclusive savings to all VSP® Vision Care members. You can save up to 60% on a pair of hearing aids with TruHearing. What's more, your dependents and even extended family members are eligible too.

In addition to great pricing, TruHearing provides you with:

- One year of follow-up visits for fittings, adjustments, and cleanings
- 60-day trial
- Three-year manufacturer warranty for repairs and one-time loss and damage replacement
- 80 free batteries per hearing aid for non-rechargeable models

Plus, with TruHearing you'll get:

- Access to a national network of more than 7,000 hearing healthcare providers
- Discounted pricing on a wide selection of the latest brand name hearing aids
- High-quality, low-cost batteries delivered to your door

Best of all, if you already have a hearing aid allowance from your health plan or employer, you can combine it with TruHearing prices to reduce your out-of-pocket expense even more!

Over-the-counter hearing aids are also available to VSP members through phone or online orders.**

vsp exclusive
member extras

TruHearing[®]
truhearing.com/vsp

Here's how it works:

Contact TruHearing.

Call **877.396.7194**. You and your family members must mention VSP.

Schedule exam.

TruHearing will answer your questions and schedule a hearing exam with a local provider.

Attend appointment.

The provider will perform a hearing exam, make a recommendation, order the hearing aids through TruHearing, and fit them for you.

**Learn more about this VSP Exclusive Member Extra at
truhearing.com/vsp or call 877.396.7194 with questions.**

*Based on a 2018 third-party survey of nationwide provider and manufacturer retail pricing.
**Over-the-counter hearing aids are different from prescription hearing aids.

VSP is providing information to its members, but does not offer or provide any discount hearing program. VSP makes no endorsement, representations or warranties regarding any products or services offered by TruHearing, a third-party vendor. TruHearing is not insurance and not subject to state insurance regulations. For additional information, please visit vsp.com/offers/special-offers/hearing-aids/truhearing. For questions, contact TruHearing directly. Not available directly from VSP in the states of Washington and California.

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.

©2023 Vision Service Plan. All rights reserved.
VSP is a registered trademark of Vision Service Plan. All other brands or marks are the property of their respective owners. 110728 VCCM

Frequently Asked Questions

At VSP Vision Care, we're dedicated to offering a benefit that's simple to use and worry-free. Here are answers to questions we're asked most about our services for members.



VSP Member Services

QUESTIONS	ANSWERS
What's the best way to communicate and promote the VSP® benefit to members?	We have a variety of member communication tools designed to increase awareness and understanding of the VSP benefit. They're easy to read and provide all the benefit information members need. Please review the enclosed Member Communications Overview, and then contact the Client Support Team at 800.216.6248 for more information or to order the tools you need.
Do members need an ID card?	An ID card or Member Vision Card isn't required for members to receive services or care. Members simply call a VSP network provider to schedule an appointment and tell them that they're a VSP member. The network provider and VSP handle the rest. If a member wishes to have an ID card, they can create an account and log in at vsp.com to print one.
How do members obtain a list of VSP network providers?	They should visit vsp.com or contact VSP at 800.877.7195 . Clients registered for the Manage Your Plan section at vsp.com can download customized VSP network provider lists as PDF or Excel files. Members and dependents have instant access through vsp.com to check coverage and eligibility, find a VSP network provider, and learn more about eye care wellness.
If members have questions about plan coverage, eligibility, or eye care wellness information, where should I direct them?	Members can also call VSP Member Services any time at 800.877.7195 or access our automated benefits information system to check eligibility or find a network provider. VSP Member Services is available Monday to Saturday, from 6:00 a.m. to 5:00 p.m., (Pacific Time); Closed on Sunday. Please note these new hours are effective January 1, 2022.
Can we link our intranet or website to the VSP website?	Yes. To make it easy for members to find vsp.com , add the following code to your website: vsp.com>VSP .
What is my client ID number to register for the Manage Your Plan section?	You'll receive your client ID number with your welcome call or email. Each month's bill contains your client ID number, along with the active division and class number(s). Or, contact the Client Support Team at 800.216.6248 for your client ID number.

QUESTIONS	ANSWERS
What if a member is dissatisfied with a VSP network provider, or the materials received through the VSP benefit?	Our Member Promise Program guarantees complete member satisfaction with services received from a VSP network provider. If a member isn't happy with the services or products from a VSP network provider when using their VSP benefit, please have them contact VSP Member Services at 800.877.7195 .
Can members choose any eye care provider?	Yes. If VSP out-of-network coverage is included in your plan, members can obtain services from any provider they choose, including national or retail chains. Reimbursement for out-of-network services is according to a schedule with the same copays and limitations as services through VSP network providers. However, VSP can't guarantee satisfaction or extend discounts when using an out-of-network provider.
How do members collect reimbursement after visiting an out-of-network provider?	<p>When services and/or materials are obtained from an out-of-network provider, members have two reimbursement choices:</p> <ol style="list-style-type: none"> 1. Most out-of-network providers will submit a request for reimbursement on behalf of VSP members. This means members won't need to pay their entire bill up front and will only be responsible for paying applicable copays and any balance above their out-of-network schedule. 2. Members can pay the provider directly and submit a claim to VSP for reimbursement, using the following procedure: <ol style="list-style-type: none"> A. Visit the Benefits and Claims section of vsp.com to begin a claim. B. The member should fill out the claim form completely and submit an itemized receipt or statement that includes: <ul style="list-style-type: none"> • Doctor name or office name • Name of Patient • Date of Service • Each service received and the amount paid C. Submit claims online at vsp.com or by mail to: <p style="margin-left: 20px;">VSP PO Box 495918 Cincinnati, OH 45249-5918</p> <p>Please note that claims for reimbursement must be filed within 12 months of the date of service. Members will be reimbursed according to the out-of-network reimbursement schedule.</p>