

Frequently asked questions

Which retail chains are included in our network?

Costco, Sam's Club, Walmart, Pearle Vision, Visionworks®, Eyemart Express and more.

Retail chains may not show as participating providers until the member is registered within the VSP® Vision Care member portal.

What percentage of network providers are accepting new patients?

All VSP network doctors must accept new VSP patients.

Does material copay apply to single vision, bifocal, trifocal and lenticular lenses?

Yes. The material copay is for lenses and/or frames.

Do our plans have any member cost differentials for disposable vs. conventional contacts?

No.

If a new DeltaVision group is coming from a prior VSP plan, do their benefits reset?

Yes, even if the member recently sought treatment through their prior VSP plan, all benefits will be available as of the effective date of the DeltaVision plan.

Does VSP offer an online retail service?

Yes, at Eyeconic®, the VSP in-network online store, members have access to the following:

- In-network VSP benefits on glasses, contact lenses and/or prescription sunglasses
- More than 60 brands of glasses, contacts and sunglasses
- Virtual Try-On
 - Results in less than 5% return rate
- Add-on lens enhancement options available with transparent pricing

- Ability to upload prescription
- No extra cost for shipping and returns*
- With free group shipping, it will take seven days for sunglasses, eight days for contacts and 15 days for prescription glasses to arrive at your delivery address.
- Frame adjustments at a VSP provider office

If a member signs on to Delta Dental's Member Portal, will they also be able to view DeltaVision information (benefits, EOBs, etc.)?

- When a member signs into memberportal.com they will be able to see their enrollment in DeltaVision. However, they will not be able to see claim or benefit-specific information.
- To access claim-specific or more detailed information, they will need to log in to their VSP member account which can be done by visiting vsp.com or through a single sign-on (SSO) through Member Portal.

Does Delta Dental or VSP settle the vision claims?

All claims are adjudicated by VSP.

Will DeltaVision invoices be available through Benefit Manager Toolkit® similar to Delta Dental invoices?

Yes, however, dental and vision invoices will be separate.

If the group has risk-consolidated billing, the dental and vision billing will show on the same invoice.

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 download to their digital wallet, save, print or email 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.

How do members collect reimbursement after visiting an out-of-network provider?

When services and/or materials are obtained from an out-of-network provider, members have two reimbursement choices:

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 upfront 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:
 - A. Visit the Benefits & 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:

- Name of doctor or office
- Name of patient
- Date of service
- Complete description and amount paid for each service

C. Submit claims online at vsp.com or mail to:

VSP
Attn: Claims Services
PO Box 495933
Cincinnati, OH 45249-5918

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.

What does “exam/lens/frame frequency” mean?

Your vision benefits utilize a plan or service year frequency, which is specific to the individual member and not everyone with a specific plan. Using an example of Dec. 12, 2024, here is a breakdown of what those frequencies represent:

- **Exam:** 12 months. The member is eligible to receive coverage for an exam service 12 months after their last submitted claim for an exam service.
- **Lens:** 12 months. The member is eligible to receive coverage for glasses lenses or elective contact lenses 12 months after their last submitted claim for glasses lenses or elective contact lenses allowance.
- **Frame:** 24 months. The member is eligible to receive coverage for frames 24 months after their last submitted claim for a frame allowance.



For more information about footnotes in both English and Spanish, please scan the QR code or visit deltadentalin.com/DeltaVision-footnotes

*Terms and conditions apply. Visit eyeconic.com/faqs for more details.

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.

DeltaVision plans are administered by VSP*, which performs certain services, including claims processing, customer service and provider network administration for DeltaVision products.

DeltaVision is a registered trademark of the Delta Dental Plans Association.

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