

Vision Service Plan (VSP) – Frequently Asked Questions (FAQs)

Overview

Alameda Alliance Wellness (HMO D-SNP) is committed to helping members maintain healthy vision. This set of frequently asked questions (FAQs) is designed to help you understand your vision benefits.

Q: Who is VSP®?

A: Vision Service Plan (VSP) was founded by a group of optometrists in 1955. Today, VSP provides products and services to eye care professionals, employers, and millions of members worldwide.

Q: How does VSP work with my health plan?

A: Alameda Alliance Wellness partners with VSP to administer your routine eye exam and routine eyewear benefit.

Q: Will I get a separate vision benefit member ID card to access vision benefits?

A: No. A separate VSP member ID card is not required. Just let the provider know you have VSP coverage when making an appointment or receiving services from a VSP Advantage Network provider.

Q: How can I view my benefits information and vision coverage details?

A: To view your benefits information, such as your eyewear allowance, and more, log in to your VSP member account at **www.vsp.com**, or through the Alliance Member Portal. Once logged in, click “View Your Benefits” in the “Your Benefits” tile. Then click “My Benefits” to view your vision coverage details. You can also refer to your Alameda Alliance Wellness Member Handbook for complete coverage details.

Q: I’m new to VSP. How do I use my vision benefits?

A: Once your benefits are active, create a VSP member account at **www.vsp.com**. Your account allows you to view your benefits, find an in-network eye doctor, review past claims, and access important coverage information.

Q: How can I view my claim history?

A: You can view your claim history from your VSP member account. Once logged in, go to the “View Your Benefits” section and click “View Your Benefits.” On the next page, select “Benefit History.”

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Q: Where can I use my benefits?

A: You can use your VSP benefits with providers participating in the VSP Advantage Network, which includes thousands of private practice doctors, Visionworks®, Eyemart Express®, and many retail locations such as Walmart, Sam's Club, and Costco.

Use the VSP Find a Doctor tool at **www.vsp.com/advantageretail** or log in to your VSP member account to find an in-network provider near you.

Q: Do I need a referral?

A: No, referrals are not required for VSP.

Q: How much will I have to pay?

A: You pay \$0 for covered services.

Q: How can I contact VSP?

A: To learn more about your plan benefits and covered services, or to find a vision provider, please contact:

VSP
Seven (7) days a week, 8 am – 8 pm
Toll-Free: **1.855.492.9028**
TTY: **711**
www.vsp.com/advantageretail

Alameda Alliance Wellness is an HMO D-SNP plan with a Medicare contract and a contract with the California State Medi-Cal (Medicaid) Program. Enrollment in Alameda Alliance Wellness depends on contract renewal.