Alameda Alliance for Health
Vision Service Plan (VSP) Transition
Frequently Asked Questions (FAQs)

Overview
Starting Thursday, January 1, 2026, the Alameda Alliance for Health (Alliance) vision benefit for Alliance Medi-Cal members will be provided through Vision Service Plan (VSP). Please see below for frequently asked questions (FAQs) to help you understand the transition from March Vision to VSP.

Q: Why is my vision provider changing from March Vision to VSP?

A: The Alliance is centralizing vision care delivery under VSP, a specialized vision vendor, to streamline service coordination and improve member access to vision benefits for Alliance Medi-Cal members. The transition is effective Thursday, January 1, 2026.

Q: Will I lose access to my current eye doctor?

A: In most cases, no. During the transition, nearly all providers contracted with March Vision are also contracted with VSP, ensuring seamless delivery of care. VSP has a statewide network that will be available to all Alliance Medi-Cal members.

Q: If I already have a current eye doctor, do I need to select a new vision provider?

A: No. Alliance Medi-Cal members are not assigned a vision provider and may choose any provider from the VSP network.

Q: How will I be notified about the transition?

A: You will receive the annual Alliance Medi-Cal member mailing notification by mail before the transition date. This notice will explain the change and provide instructions for accessing VSP services.

Q: What vision benefits will I have with VSP?

A: Alliance Medi-Cal members who are diabetic:

- Exams are provided every 12 months
- Lenses are provided every two (2) years
- Frames are provided every two (2) years

Alliance Medi-Cal members who are non-diabetic:

- Exams are provided every two (2) years
- Lenses are provided every two (2) years
- Frames are provided every two (2) years

Q: How do I find a VSP provider?

A: To find a VSP provider, please contact:

VSP Member Services
Monday – Sunday, 8 am – 8 pm
Toll-Free: **1.855.492.9028**
TTY: **711**
www.vsp.com/medicaid

Q: Will my benefits or coverage change?

A: Your vision benefits will remain the same or improve. The transition is designed to maintain or enhance your access to care and covered services.

Q: Who do I contact for help or questions?

A: For general questions, please call:

VSP Member Services
Monday – Sunday, 8 am – 8 pm
Toll-Free: **1.855.492.9028**
TTY: **711**

Q: What happens if I have a complaint about my vision care?

A: You can file a complaint or grievance with the Alliance. VSP providers have staff who can help you with the process, and forms are available at provider offices and by request.

VSP will assist with routine inquiries, but complaints and grievances are handled by the Alliance.

For complaints or grievances, please call:

Alliance Member Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4567**
Toll-Free: **1.877.932.2738**
If you cannot hear or speak well (CRS/TTY): **711/1.800.735.2929**

Q: Will I need new paperwork or referrals?

A: No new paperwork is required for routine vision care. For medically necessary services, prior authorization or referrals may apply just as before.

Q: What if I have limited English proficiency or a disability?

A: VSP and the Alliance provide language assistance and accessible services, including interpreters and translated materials. You can ask for help when you call or visit a provider.

.

For complaints or grievances, please call:

Alliance Member Services Department
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4567**
Toll-Free: **1.877.932.2738**
If you cannot hear or speak well (CRS/TTY): **711/1.800.735.2929**

For more information about your VSP coverage, please visit **www.vsp.com/faqs**.

Q: Where can I find my VSP member ID card and VSP ID number?

A: No ID card is needed when you visit a VSP® network provider. Tell the provider that you have VSP, and they will take it from there. If you would like a copy of your VSP ID card for your records, you can print a card from your VSP member account at **www.vsp.com/my-account/member-id-card**.

When you schedule an eye appointment, **your doctor may ask for your VSP member ID or VSP member number**. This may be the last four digits of your (the primary subscriber's) social security number or a unique ID given by your employer (if you are enrolled through your workplace).

If you have dependents covered under your vision plan and they are asked for a member ID, they should use the same one you do (the last four of the primary subscriber's social security number or a unique ID from the primary subscriber's employer).

To view your VSP member ID card, log in to the VSP member portal at **www.vsp.com/my-account/member-id-card**.

To learn more about how to use your vision benefits, please visit **www.vsp.com/faqs/appointments**.

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

A: To view your benefits information, such as your copays, frame allowance, and more, log in to your VSP member account at **www.vsp.com/login**. Once logged in, click **View Your Benefits** in the **Your Benefits** tile. Then, click **My Benefits** to view your vision coverage details.

To learn more about viewing your vision plan details, please visit www.vsp.com/faqs/benefits-coverage.

Q: How do I submit a claim for reimbursement?

A: When you visit an in-network provider, no claim forms are needed. But if you go out of network, you can submit a claim for reimbursement online from your VSP member account at **www.vsp.com/my-account** or by contacting VSP Member Services toll-free at **1.800.877.7195** and requesting a claim/reimbursement form.

When submitting a claim, you will need:

- A completed claim form
  - To access the out-of-network claim form, please visit **www.vsp.com/claims/submit-oon-claim**.
- An itemized receipt that includes:
  - Name of the provider (e.g., doctor, office, website, or retailer)
  - Name of the patient
  - The date the service was received (e.g., date of exam or the date glasses were ordered)
  - A complete description of each service and the amount paid for each service

To learn more about submitting a claim, please visit **www.vsp.com/faqs/claims-reimbursement**.

Q: How can I view my claim history?

A: You can view your claim history from your VSP Member Account at **www.vsp.com/my-account**. Once logged in, go to the **View Your Benefits** section and click **View Your Benefits**. On the next page, select **Benefit History**. The next page will display your claim history by year and your Vision Benefit Statements (VBS).

Tip: Disable your pop-up blocker if you have trouble opening your VBS. You can also view your benefit history after you log in.

Q: Where can I use my benefits? Can I visit retail chains?

A: You can use your VSP benefits at VSP network providers, including thousands of private practice doctors and Visionworks® and Eyemart Express retail locations nationwide. To find an in-network location near you, use the **Find a Doctor** locator tool at **www.vsp.com/eye-doctor**. You can also log in to your VSP member account for a complete provider listing.

Want to shop retail? All Visionworks® and Eyemart Express retail locations are in network for VSP members. You may also be able to use your benefits at retail locations like Walmart/Sam's Club and Costco.*

Prefer to shop online? VSP has got you covered. You can use your benefits in network when you shop online at Eyeconic®—the in-network online eyewear store for VSP members. For more information, please visit **www.eyeconic.com/help-me/welcome-vsp-members**.

To explore your in-network options, please visit **www.vsp.com/faqs/vision-doctors**.

**Benefits at retail locations may be different or not apply; view your plan details on your member account to confirm your coverage at retail locations and find in-network retail providers.*