



FAQs | Find Answers to Your VSP Coverage Questions

Where can I find my member ID card and ID number?

No ID card is needed when you visit a [VSP® network provider](#)—just tell them you have VSP, and we'll take it from there! But if you'd like a copy of your ID card for your records, you can [print a card from VSP member account](#).

When you schedule an eye appointment, **your doctor may ask for your VSP member ID or 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).

[Log in](#) to view your member ID card or [learn more](#) about how to use your benefits.

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

To view your benefits information, such as your copays, frame allowance, and more, [log in to your VSP member account](#). Once logged in, click **View Your Benefits** in the **Your Benefits** tile. Then, click **My Benefits** to view your vision coverage details.

You can learn more about viewing your vision plan details [here](#).

How do I submit a claim for reimbursement?

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](#) or by [contacting VSP Member Services](#) at 800.877.7195 and requesting a claim/reimbursement form.

When submitting a claim, you'll need:

- Your [completed claim form](#).
- An itemized receipt that includes:
 - Name of the provider (ex. doctor, office, website, or retailer).
 - Name of the patient.
 - The date the service was received (ex. Date of exam or the date glasses were ordered).
 - A complete description of each service and the amount paid for each service.

[Learn more](#) about submitting a claim.

I'm new to VSP. How do I use my vision benefits?

Welcome to the VSP family! Using your benefits is easy. **Once your benefits are effective, [create your VSP member account](#).** From here, you can find a doctor near you, view your coverage information, print your Member ID card, and more!

[Learn more](#) about how to use your vision benefits.

How do I view my Explanation of Benefits?

You can view your Explanation of Benefits (EOB), also called a Vision Benefits Summary (VBS), from your member account. Once logged in, visit the **Your Benefit & Claim History** section.

If your EOB/VBS doesn't open when you click on it, disable your pop-up blockers, as these can sometimes prevent the document from opening.

[Learn more](#) about viewing your information online, including your EOB/VBS, or [log in](#) to view your benefit history.

How can I view my claim history?

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**.

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.

[Log in](#) to view your benefit history.

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

You can use your VSP benefits at VSP network providers, including thousands of private practice doctors and Visionworks® and Eyemart Express retail locations nationwide. Use the [Find a Doctor](#) locator tool to find an in-network location near you or 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? We've 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.

[Explore](#) your in-network options.

**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.*

Still Have Questions? We Can Help.

