Crystal
Practice Management

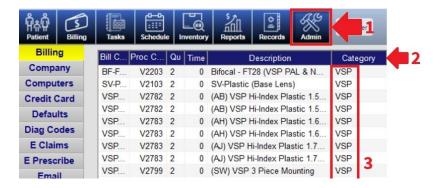# How to Price the VSP Billing Codes & Update VSP Lens Catalogs

1. Overview

This guide walks you through configuring and pricing Vision Service Plan (VSP) billing codes in Crystal Practice Management. You'll learn how to:

1. Sort and locate VSP codes in the Admin → Billing section
2. Assign prices to base lenses, coatings, lens options and material-upgrades
3. Handle complex codes and inactivate unused items
4. Update VSP catalog defaults and integration settings

2. Prepare Your Billing Code List

1. Navigate to Admin → Billing.
2. Click the Category header twice to reverse-sort alphabetically.
3. Verify that all "V" codes (base lenses, add-ons, coatings, progressives) appear at the top of the list.

3. Pricing Base Lenses

1. Locate the CR-39 base lens codes at the top of the list (SV-Plastic & Bifocal – FT28)
2. Double-click one of the codes to open the Edit Bill Code window.
3. In the Sale Price field, enter half of the full-pair retail price. (Qty is set at 2. Price entered is for one lens)
   - Example: A pair of CR-39 single-vision lenses retails at $80 → enter $40.
4. Click OK to save.

Tip: Always price base lenses first; most add-on codes calculate from these values. Both base lenses must be priced.

4. Pricing Material Upgrades

1. Scroll down to material-upgrade codes (e.g., Trivex, 1.67 index, etc.).
2. Identify single-vision vs. multifocal material codes (they share the same description and applicable letter code).
3. Calculate the add-on price:
   1. Subtract the base lens retail from the material-upgrade retail.
   2. Divide the difference by 2.
   - Example: Single-vision Trivex pair retails at $140 – Single-vision CR-39 base $80 = $60 → $60 ÷ 2 = $30
4. Double-click each material code, enter the calculated price under Sale Price, then OK.

5. Pricing Anti-Glare Coatings

VSP categorizes anti-glare into 3 categories A, C & D.
1. For each category you provide, select the highest-priced coating you offer.
2. Divide its full retail cost by 2.
   - Example: Category D coating retails at $130 → $130 ÷ 2 = $65
3. Double-click the corresponding billing code, enter the price, then OK.
Note: If you only carry one coating per category, simply price that single option.

6. Pricing Progressive Lenses

Progressive add-ons are grouped into categories F, J, K, N & O.

1. Choose the highest-retail progressive lens you sell in CR-39.

2. Subtract the FT-28 base-lens retail price.

3. Divide the remainder by 2.

  - Example: Progressive O retails $500 – FT-28 base $100 = $400 → $400 ÷ 2 = $200

4. Double-click the progressive billing code for that category, enter the price, then OK.

When invoiced, Crystal will sum the base-lens price plus the progressive add-on to equal the full retail price.

7. Complex ("V") Codes

Some codes LOOK like they combine material and polarized add-on costs (e.g., DB, DH, DJ). These codes should only represent the material upgrade on an already-polarized plastic lens NOT THE MATERIAL UPGRADE AND POLARIZED ADDON

- Polarized add-ons use the DA codes (V2762).

- When pricing DB/DH/DJ codes:

  1. Determine material-upgrade retail over the polarized base.

  2. Divide that margin by 2.

- Use DA codes separately when invoicing to correctly reflect both upgrades.

Tip: Consult an online V-code reference if you're unsure.

8. Inactivating Unused Codes

If your practice never uses a particular lens or upgrade, you may deactivate its billing code:

1. Double-click the code in Admin → Billing.

2. Click Inactivate Bill Code at the bottom of the window.

3. Confirm Yes to inactivate (or No/Cancel to keep it active).

Only inactivate codes you're certain will never be needed.

9. Configuring the VSP Integration & Updating Catalogs

This must be completed before proceeding to Admin → Defaults → Frame Page Defaults.

1. Navigate to Admin → VSP.

2. Insurance Tab:
   - Verify that each insurance profile associated with VSP has a check mark.
   - Missing check marks will limit access to that profile's data in the VSP integration.
   - Note: This integration ONLY files VSP claims. Other insurance claims cannot be submitted here.

3. Download List Tab:

   - This tab hosts the VSP product list (lenses, materials, add-ons) used for filing glasses claims.
   - Review the "Last Downloaded" date; catalogs older than 2–3 months can cause filing errors.
   - To refresh catalogs, click Download All Lists.
     1. A prompt appears indicating Crystal will connect to Eyefinity.com. Click OK.
     2. If asked, sign in with your Eyefinity username and password within 60 seconds and click Log On.
     3. If time expires, close all browser windows and retry Download All Lists.
     4. After account verification, confirm the download prompt by clicking Yes.
     5. Catalog download initiates (typically < 5 minutes).
     6. Upon completion, click OK on the confirmation window.

4. Update Frame Page Defaults (if applicable):
   - After catalogs download, click Update Frame Page Defaults at the top-right.
   - Warning: Only proceed if using the Crystal PM VSP billing codes imported during setup. Replacing defaults with an unsupported code set may disrupt the VSP integration.
   - To proceed, click Yes (or No/Cancel to abort).

5. Custom Lab List Tab:

- Legacy from the pre-July 1 2021 PMI integration.
- Post-July 1, 2021, setups start with a blank list; labs populate here as claims are filed.
- Populated labs become selectable in the glasses order form.

6. Employees Tab:

- Use when multiple providers file under different tax IDs.
- Configuration is determined at initial integration setup and is rarely needed.

For Assistance

If you have questions about pricing or the VSP integration, email training@crystalpm.com.