



## ADP TotalSource Frequently Asked Questions for Employees enrolling in VSP Vision Care

The following frequently asked questions will assist you in answering questions about your VSP Vision Care plan.

### ENROLLMENT QUESTIONS

<b>How do I enroll through ADP TotalSource?</b>	<ul style="list-style-type: none"> <li>▪ Complete the enrollment form and mail it back to your regional ADP Total Source office</li> <li>▪ Visit <a href="http://MyTotalSource.com">MyTotalSource.com</a> and enroll online</li> <li>▪ Call ADP Total Source at 800.554.1802</li> </ul>
<b>What are the age limits for dependent children to enroll in the vision plan?</b>	<ul style="list-style-type: none"> <li>▪ Dependents are covered up to age 26.</li> </ul>
<b>When does dependent coverage end?</b>	<ul style="list-style-type: none"> <li>▪ Dependents coverage ends on the last day of the month in which they reach age 26.</li> </ul>
<b>I had VSP coverage through a previous employer and recently received glasses. Will I be entitled to new services upon enrollment or will my claim history affect my new benefits?</b>	<ul style="list-style-type: none"> <li>▪ If your previous employer contracted VSP coverage through ADPTS, then your claim history would apply. If your previous employer was not part of ADPTS (a different VSP contract), then your benefits would start fresh.</li> </ul>

### USING MY VSP BENEFIT QUESTIONS

<b>How do I verify my eligibility and plan coverage?</b>	<p>After your enrollment is effective, <a href="#">Register</a> on <a href="http://vsp.com">vsp.com</a> to:</p> <ul style="list-style-type: none"> <li>▪ View your coverage, including eligibility and copayment information</li> <li>▪ Find a VSP Provider or Participating Retail Chain near you</li> <li>▪ See details of previous VSP doctor visits and savings (when applicable)</li> <li>▪ Get additional instructions on how to use your benefit</li> </ul>
--	--



<b>How do I use my VSP benefit?</b>	<ul style="list-style-type: none"> <li>▪ It's easy. <ul style="list-style-type: none"> <li>▪ Find the right VSP Provider or Participating Retail Chain for you. You'll find plenty to choose from at <a href="http://vsp.com">vsp.com</a> or by calling 800.877.7195.</li> <li>▪ Already have a VSP Provider? Make an appointment today.</li> <li>▪ Check out your coverage. See your coverage anytime at <a href="http://vsp.com">vsp.com</a>. That's it! Your VSP Provider and VSP will handle the rest.</li> </ul> </li> </ul>
<b>Does VSP's Provider Network include optometrists as well as ophthalmologists?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the VSP Network includes highly skilled and professionally certified optometrists and ophthalmologists, Costco, Walmart and many other retail chains.</li> </ul>
<b>Do I need an ID card?</b>	<ul style="list-style-type: none"> <li>▪ You don't need an ID card to use your VSP plan, however there is a printable ID card available for you on <a href="http://VSP.com">VSP.com</a> if you'd like! Just tell your Provider or Participating Retail Chain that you have VSP and provide the last four digits of your SSN. There are no claim forms or paperwork to complete when you choose a provider from VSP's Network!</li> </ul>
<b>What is my Member ID?</b>	<ul style="list-style-type: none"> <li>▪ WSE SSN</li> </ul>
<b>When I call VSP am I required to give my entire Member ID?</b>	<ul style="list-style-type: none"> <li>▪ No, you do not need to provide VSP with your entire member ID. When you contact VSP provide the last 4 digits of your SSN and date of birth and your coverage will be verified.</li> </ul>
<b>What information do I need to register on the VSP website?</b>	<ul style="list-style-type: none"> <li>▪ Last 4 digits of SSN</li> <li>▪ First/Last name</li> <li>▪ Date of Birth</li> </ul>
<b>What happens if I register and I am directed to call the Customer Service line?</b>	<ul style="list-style-type: none"> <li>▪ The website directed you to call Customer Service <b>IF</b> you have access to more than one plan with VSP. When you call VSP, you must provide the last 4 digits of SSN, and your coverage will be verified. VSP can be reached at 800.877.7195</li> </ul>
<b>Do Retail Chains participate on VSP's Network?</b>	<ul style="list-style-type: none"> <li>▪ Yes, many of them do! VisionWorks, Pearle Vision, Cohen's Fashion Optical, &amp; Costco just to name a few. Visit <a href="http://vsp.com">vsp.com</a> for more information on our Participating Retail Chains.</li> <li>▪ Effective 6/1/16, WalMart is In Network for ADPTS members</li> </ul>
<b>Is coverage the same at participating retail chains?</b>	<ul style="list-style-type: none"> <li>▪ The frame allowance is \$100 at Costco and Walmart</li> <li>▪ Lens enhancements discounts may vary by location. Visit <a href="http://vsp.com">vsp.com</a> or call Customer Service at 800.877.7195</li> </ul>



<b>What is Eyeconic?</b>	<ul style="list-style-type: none"> <li>Employees can use their VSP Benefit on eyeconic.com, ® the only online eyewear store for VSP members. Employees can shop online while maintaining their relationship with their VSP Doctor.</li> </ul>
<b>Is Laser Vision Surgery covered?</b>	<ul style="list-style-type: none"> <li>Yes, \$150 allowance both eyes for LASIK, Custom LASIK, and PRK</li> <li>Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities.</li> <li>After surgery, use you frame allowance (if eligible) for sunglasses from any VSP Provider.</li> </ul>
<b>Do I need to get my exam and eyewear at the same time?</b>	<ul style="list-style-type: none"> <li>No. You can get your exam and eyewear at different appointments.</li> </ul>
<b>Can I get my exam and eyewear from different Network Providers?</b>	<ul style="list-style-type: none"> <li>Yes. Just make sure to ask the VSP Provider that you are getting your eyewear from, if they accept another doctor's prescription.</li> </ul>
<b>Are there any minimum prescription requirements?</b>	<ul style="list-style-type: none"> <li>Yes. At least one lens (of the pair) must have a refractive correction of at least +/- .50 diopter.</li> </ul>
<b>Can I get any frame I want through a VSP Provider?</b>	<ul style="list-style-type: none"> <li>Yes. There are some exceptions, such frames manufactured by ASPEX. Should you use your VSP benefits for any frame manufactured by ASPEX (or other non-proprietary manufacturers), you will be required to pay the VSP Provider in full and submit for out of network reimbursement.</li> </ul>
<b>What if I lose or break my glasses?</b>	<ul style="list-style-type: none"> <li>If you lose or break your glasses, call us at 800.877.7195. We'll check to see if you're eligible for new glasses.</li> <li>Some frame manufacturers may even provide warranties against frame breakage. Check with your VSP Provider.</li> <li>VSP and your VSP Provider will do everything we can do help meet your needs.</li> </ul>



<b>What if I choose to see a non-VSP provider?</b>	<ul style="list-style-type: none"><li>▪ VSP's network has over 31,000 Providers and over 10,000 Retail Chains! And you will get a better value by staying in network. If your provider isn't on our network, you can choose to see a non-VSP provider.</li><li>▪ For non-VSP provider services:<ul style="list-style-type: none"><li>▪ Contact VSP at 800.877.7195, for assistance in filing a claim.</li><li>▪ Submit your claims to VSP within twelve months. Keep copies of the claims and send the originals to: VSP P.O. Box 385018 Birmingham, AL 35238-5018</li><li>▪ Claims must be filed within 12 months of service date.</li></ul></li></ul>
<b>How can I learn about the status of my out of network claim?</b>	<ul style="list-style-type: none"><li>▪ After submitting your claim, visit the <a href="#">Claims &amp; Reimbursement</a> section and click on "Previous Doctor Visits &amp; Services" to see the status of your claim.</li></ul>
<b>How do I contact VSP?</b>	<ul style="list-style-type: none"><li>▪ Visit <a href="http://vsp.com">vsp.com</a> or call 800.877.7195.</li></ul>