



Blue Cross and Blue Shield of Alabama works alongside VSP® Vision Care, a third-party vision service provider, to offer Vision Blue plans. Together, we find ways to help you and your employees get convenient access to eye doctors and quality eye care with low out-of-pocket costs. Eye care is healthcare. With Vision Blue powered by VSP Vision Care, your employees and their families have the coverage they need to maintain their health.

Partnership with VSP

- ▶ We serve as your single point-of-contact for Vision Blue.
- ▶ VSP provides an extensive network and dedicated customer service for your employees.

What's included with Vision Blue?

- ▶ **All plans include** a WellVision Exam®, coverage for both glasses and contact lenses, and value-added programs, such as Essential Medical Eye Care.
- ▶ **Vision Blue** plans can include additional lens enhancements, such as premium progressive lenses, anti-glare and scratch-resistant coating.



VSP is an independent company providing vision network and claims processing services on behalf of Blue Cross and Blue Shield of Alabama. VSP and WellVision Exam are registered trademarks of Vision Service Plan.



**BlueCross BlueShield
of Alabama**

An independent licensee of the Blue Cross and Blue Shield Association.

Frequently Asked Questions



HOW ARE VISION BLUE ACCOUNTS MANAGED ONLINE?

- ▶ Since Blue Cross is your single point-of-contact for Vision Blue, just log in to GroupAccess to view Vision Blue related information such as enrollment and billing information. As a Group Administrator, you will no longer need to log in to VSP's site with your VSP Client ID number.
- ▶ As a Vision Blue member, you and your employees have access to **vsp.com** and the VSP Vision Care App. Create an account at **vsp.com** to access your claims history, find a doctor, and special offers and savings.
Download the VSP Vision Care App from the Apple App or Google Play Stores.

HOW DO I VIEW MY GROUP'S VISION BLUE BENEFITS?

- ▶ You can view and/or order your current Vision Blue benefit booklet and benefit plan summary through GroupAccess. If you have not registered for GroupAccess, go to **AlabamaBlue.com/Employers** and select "Register Now."
- ▶ You and your employees can also create an account and log in at **vsp.com**. You can find benefit details, including coverage, eligibility and much more at **vsp.com**.

HOW ARE IN-NETWORK PROVIDERS LOCATED?

- ▶ Contact VSP Customer Service at **1-800-877-7195** or log in at **vsp.com** to find an in-network provider.

WHAT INFORMATION IS NEEDED AT THE EYE DOCTOR'S APPOINTMENT?

- ▶ Tell your eye doctor that you have Vision Blue Powered by VSP Vision Care.
- ▶ Provide your name, date of birth, and social security number.

IS A VISION ID CARD NEEDED?

- ▶ No. A Vision ID card is not required for you or your employees to receive services or care. Simply contact a VSP network provider to schedule an appointment and tell them that you have Vision Blue Powered by VSP Vision Care. The network provider and VSP will handle the rest.
- ▶ If you would like a Vision ID card, you may create an account, log in, and print a card at **vsp.com**.

HOW IS REIMBURSEMENT COLLECTED AFTER VISITING AN OUT-OF-NETWORK PROVIDER?

- ▶ When services and/or materials are obtained from an out-of-network provider, there are two reimbursement choices:
 1. Most out-of-network providers will submit a request for reimbursement on your behalf. This means you won't need to pay your entire bill up front and will only be responsible for paying applicable copays and any balance above their out-of-network schedule.
 2. The provider can be paid directly and submit a claim to VSP for reimbursement by following the steps below:
 - A. Visit the Benefits & Claims section of **vsp.com** to begin a claim.
 - B. Fill out the claim form completely and submit an itemized receipt or statement that includes:
 - Doctor name or office name
 - Name of patient
 - Date of service
 - Each service received and the amount paid
 - C. Submit claims online at **vsp.com** or by mail to:
VSP Vision Claims
P.O. Box 495933
Cincinnati, OH 45249

Please note that claims for reimbursement must be filed within 12 months of the date of service. You will be reimbursed according to the out-of-network reimbursement schedule.