DeltaVision®
In Partnership with VSP®

Frequently Asked Questions



QUESTIONS	ANSWERS
Do I need an ID card?	An ID card or Member Vision Card isn't required to receive care. Simply call an in-network provider to schedule an appointment and provide the last four digits of your SSN to verify coverage. If you wish to know your ID number, your ID is the same as the dental ID found on your Delta Dental of Washington ID card. You can access your ID card on your Delta Dental MySmile Dashboard, or contact Delta Dental of WA customer service 800.554.1907
Can I get to VSP's website using Delta Dental of Washington's website?	You can get directly to the VSP website by clicking on the "DeltaVision" link within the Delta Dental patient dashboard screen.
How do I obtain a list of VSP network providers?	You can easily view a list of local in-network providers by visiting: www.vsp.com/eye-doctor and searching by zip code or address.
If I have questions about plan coverage, eligibility, or eye care wellness information, who should I contact?	Please contact VSP Member Services at 800.877.7195.
What if I'm dissatisfied with an in-network provider, or the materials received through DeltaVision?	If you are not happy with the services or products from a network provider when using your DeltaVision benefit, please contact VSP Member Services at 800.877.7195.
Can I choose any eye care provider?	Yes, if out-of-network coverage is included in your plan, members can obtain services from any provider they choose, including national or retail chains. Reimbursement for out-of-network services is according to a schedule with the same copays and limitations as services through in-network providers. However, DeltaVision

	can't guarantee satisfaction or extend discounts when using an out-of-network provider.
How do I collect reimbursement after visiting an out-of-network provider?	When services and/or materials are obtained from an out-of-network provider, you have two reimbursement options: 1. Most out-of-network providers will submit a request for reimbursement on behalf of DeltaVision members. This means members won't need to pay their entire bill up front and will only be responsible for paying applicable copays and any balance above their out-of-network schedule. 2. Members can pay the provider directly and submit a claim to VSP for reimbursement, using the following procedure: **A.** Visit the Benefits and Claims section of vsp.com to begin a claim. **B.** The member should 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 by mail to: • VSP PO Box 495918 Cincinnati, OH 45249-5918 Please note that claims for reimbursement must be filed within 12 months of the date of service. Members will be reimbursed according to the out-of-network reimbursement schedule.
How often can I receive eye care?	Visit your vision doctor regularly. Your plan covers an eye exam once every 12 months. Regular exams are essential to keeping your vision healthy and preventing problems down the road.