



## COVID-19 Response: For our Clients and Brokers

VSP places tremendous value on its clients, brokers, and members. While the situation may necessitate new ways of doing business, our commitment to your well-being remains a constant. Below are answers to our most frequently asked questions over the past several days.

### **DOES VSP HAVE A BUSINESS CONTINUITY PLAN, AND HAS IT BEEN ENACTED?**

Yes. VSP has long maintained a proactive Business Continuity Management program with enterprise-wide plans designed to support a variety of scenarios, including the possibility of a pandemic such as coronavirus (COVID-19). We also have a specific [BCP plan for COVID-19](#), and our leadership teams meet daily to discuss ways to serve you and our members during this unprecedented time.

### **CAN MEMBERS STILL USE THEIR VSP VISION BENEFITS?**

Yes. Quality care continues to be a top priority for VSP. Based on advice from the [Centers for Disease Control](#) (CDC) and [World Health Organization](#) (WHO), many VSP network private practice providers and retail locations, including Visionworks, are temporarily closed or have limited their hours to provide care only for essential and emergency eye care needs.

Members with an immediate eye care need should not hesitate to contact their eye care provider. We encourage members to contact their VSP network doctor to verify current practice hours. Members needing additional help should call us at **800.877.7195**. This call center is open seven days a week, during the following extended hours: Monday through Friday, 5 a.m. to 8 p.m. (PT); Saturday and Sunday, 7 a.m. to 8 p.m (PT).

### **HOW IS VSP ENSURING UNINTERRUPTED SERVICE?**

When it comes to preparedness, VSP has several advantages:

- The teams are primarily working remotely throughout the country and are here to serve you.
- We offer extended customer service hours seven days a week to accommodate our clients' and members' needs in all U.S. time zones.
- VSP also maintains robust self-service tools ensuring uninterrupted service for our members, clients, and doctors.

### **CAN VSP MEMBERS USE THEIR BENEFITS ONLINE IF THEIR DOCTOR'S OFFICE IS CLOSED?**

Yes. VSP members, and non-members, seeking to refill contact lens prescriptions, or utilize their benefits to purchase new frames or lenses should feel free to log in to [Eyeconic](#), VSP's online store. It's easy to utilize VSP benefits through Eyeconic.com, and they are open 24 hours.

A current valid prescription is required; the prescription must be no more than two years old for eyeglasses and one year for contact lenses. [Eyeconic](#) partners with VSP network doctors to verify each prescription's accuracy.

### **WHAT IF A MEMBER IS UNABLE TO SEE THEIR DOCTOR BUT HAS AN EMERGENCY WITH EYEWEAR, SUCH AS LOST OR BROKEN GLASSES?**

If, due to the impacts of COVID-19, members are unable to see their VSP doctor for lost or broken glasses, they are encouraged to call us at **800.877.7195** and speak with Member Services. Our call center is open seven days a week, during the following extended hours: Monday through Friday, 5 a.m. to 8 p.m. (PT); Saturday and Sunday, 7 a.m. to 8 p.m (PT).



#### **WHO SHOULD I REACH OUT TO FOR SUPPORT?**

- Member Support: **800.877.7195**
- For Clients with more than 1,000 lives covered: **Please contact your VSP account representative**
- For Clients with fewer than 1,000 lives covered: **800.216.6248**
- For Billing Questions: **800.216.6248, Option 3**