

Frequently Asked Questions

At VSP® Vision Care, we're dedicated to offering a benefit that's simple to use and worry-free. Here are answers to questions we're asked most about our services for members.



VSP Member Services



GETTING STARTED WITH YOUR BENEFITS

ANSWERS

Where can I view my vision benefit information?

You can view your vision benefit information from your VSP member account. Here's how:

- Go to **vsp.com/login** and log in to your account or create an account if you need to.
- Once logged in, click "View Your Benefits" in the Your Benefits tile.
- Use the buttons on the next page to view your benefit information, find out how to use your benefits, and view your claim history.

Where can I find my member ID card and ID number?

While no ID card is needed when you visit a VSP network provider, you can print a card for your records from your VSP member account.

When you make an eye appointment, your doctor may ask for your VSP member ID or member number. This may be the last four digits of your (the primary subscriber's) social security number or a unique ID given by your employer (if you are enrolled through your workplace).

How do I find a doctor near me?

Use the Find a Doctor search at **vsp.com/eye-doctor** to find an in-network location near you. You can also log in to your VSP member account for a complete provider listing. The steps to find a VSP network doctor from your member account are:

- Once logged in, click "Find a Doctor" in the top navigation bar.
- Enter your ZIP code or city and state to view a list of in-network doctors and retail locations near you.
- You can filter by advanced search options if needed by selecting "Advanced Search" in the top right corner of the page. You can search by type of doctor, products, services, frame brands available, hours and scheduling options, gender, language, and distance (in miles).

How do I view my Vision Benefit Statement (VBS)?

You can view your Vision Benefit Statement from your member account. Once logged in, visit the Your Benefit & Claim History section.

If your VBS doesn't open when you click on it, disable your pop-up blocker, as these can sometimes prevent the document from opening.

GETTING STARTED WITH YOUR BENEFITS

ANSWERS

How can I view dependent information from my account?

You can view the dependents covered under your plan from your VSP member account. Once logged in, click “Member Details” at the top right corner of your screen and select who you’d like to view coverage for from the drop-down that appears.

Can I use my benefits at retail chains?

You can use your VSP benefits at VSP network locations, including thousands of private practice doctors and Visionworks® retail stores nationwide. Use the Find a Doctor search to find an in-network location near you. You can also log in to your VSP member account for a complete provider listing.

Want to shop retail? All Visionworks retail locations are in-network for VSP members and participate in VSP Premier Edge™. Depending on your plan, you may also be able to use your benefits at retail locations like Walmart/Sam’s Club and Costco.* Please contact VSP Member Services to confirm your retail coverage.

AFTER YOUR APPOINTMENT

ANSWERS

What are Exclusive Member Extras?

We put our members first by providing exclusive offers totaling more than \$3,000 in savings from VSP and other popular brands for your eye care and overall wellness needs. Save on your favorite frame brands and contact lenses, get discounts on wellness products and services, travel, entertainment, and everyday home and financial services that make your life easier. Visit vsp.com/offers to learn more.

What happens if I see an out-of-network provider?

Your VSP benefits will always go further when you see an in-network eye doctor and you don’t need to file for reimbursement.

When you go out-of-network, you’re missing out on savings and possibly paying more out-of-pocket. However, if you’d like to see an out-of-network provider, please call Member Services at **800.877.7195** (TTY: 711) to see if you have out-of-network benefits. Once Member Services confirms if you have out-of-network coverage or not, they will be able to walk you through the process for submitting an out-of-network claim.

How do I submit an out-of-network reimbursement claim?

You can also submit an out-of-network claim online! Just follow these steps:

- Log in to your vsp.com account
- Click on “View Your Benefits”
- Click “Submit a Claim” under “Oops! Did You Go Out of Network?”
- Click “Start New Claim”

How can I view my claim history?

You can view your claim history from your VSP member account. Once logged in, go to the “View Your Benefits” section and click “View Your Benefits.” On the next page, select “Benefit History.”

The next page will display your claim history by year and your Vision Benefit Statements (VBS).

Tip: Disable your pop-up blocker if you have trouble opening your VBS.

Visit vsp.com/faqs for more information.

*Benefits at retail locations may be different or not apply; view your plan details on your member account to confirm your coverage at retail locations and find in-network retail providers.

Visionworks is a VSP-affiliated company.

To learn about your privacy rights and how your protected health information may be used, see the VSP Notice of Privacy Practices on vsp.com.

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Classification: Public

Make Eye Health a Priority with VSP!

Your health comes first with VSP and Cement Masons & Plasterers Health & Welfare Trust. Take a look at your VSP vision care coverage.



VSP members save an annual average of

\$489*

More Ways to Save

Additional \$50 to spend on Featured Frame Brands†

bebe Calvin Klein COLE HAAN
 DRAGON FLEXON LONGCHAMP

and more

Up to 40% savings on lens enhancements‡

See all brands and offers at vsp.com/offers.

Create an account today.
 Questions?
vsp.com
800.877.7195 (TTY: 711)



Scan QR code or visit vsp.com to learn more.

Routine eye exams have saved lives.

Did you know an eye exam is the only non-invasive way to view blood vessels in your body? Your eye doctor can detect signs of more than 270 health conditions during your annual eye exam—including diabetes and high blood pressure, as well as eye conditions such as glaucoma and diabetic eye disease.**

Savings you'll love.

See and look your best without breaking the bank. VSP members get exclusive savings on popular frame brands and contact lenses, and they get additional discounts on things like LASIK, and more.

The choice is yours!

With private practice doctors, Visionworks®, and Eyemart Express retail locations to choose from nationwide, getting the most out of your benefits is easy at a VSP Premier Edge™ location.

vsp
PREMIER
edge

Get more at preferred in-network doctor locations

private
practice
doctors

Visionworks

EYEMART
EXPRESS
FAMILY OF STORES

Getting started is easy!

Let your plan do the most it can. When you create an account on vsp.com, you can view your in-network coverage details, find a VSP network doctor that is right for you, and discover extra savings to maximize your benefits.

*Frame brands and promotion subject to change. Only available to VSP members with applicable plan benefits. Only available at in-network locations. Members who participate in a Medicaid/state-funded plan are not eligible.
 †Savings based on doctor's retail price and vary by plan and purchase selection; average savings determined after benefits are applied. Ask your VSP network doctor for more details. **Based on state and national averages for eye exams and most commonly purchased brands. This represents the average savings for a VSP member with a full-service plan at an in-network provider. Your actual savings will depend on the eyewear you choose, the plan available to you, the eye doctor you visit, your copays, your premium, and whether it is deducted from your paycheck pre-tax. Source: VSP book-of-business paid claims data for Aug-Jan of each prior year. ***Full Picture of Eye Health, American Optometric Association, 2020. +Coverage with a retail chain may be different or not apply.

VSP guarantees member satisfaction from VSP providers only. Coverage information is subject to change. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail. Based on applicable laws, benefits may vary by location. In the state of Washington, VSP Vision Care, Inc., is the legal name of the corporation through which VSP does business. TruHearing is not available directly from VSP in the states of California and Washington. VSP Premier Edge™ is not available for some members in the state of Texas.

To learn about your privacy rights and how your protected health information may be used, see the VSP Notice of Privacy Practices on vsp.com. Visionworks, Eyeconic, and Eyemart Express family of stores are VSP-affiliated companies.

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Your VSP Vision Benefits Summary

Prioritize your health and your budget with a VSP plan through Cement Masons & Plasterers Health & Welfare Trust.

Provider Network:
VSP Choice
Effective Date:
09/01/2025



BENEFIT	DESCRIPTION	COPAY	FREQUENCY
COVERAGE WITH A VSP DOCTOR			
WELLVISION EXAM®	- Focuses on your eyes and overall wellness - Routine retinal screening	\$10 Up to \$39	Every 12 months
ESSENTIAL MEDICAL EYE CARE	- Retinal imaging for members with diabetes covered-in-full - Additional exams and services beyond routine care to treat immediate issues from pink eye to sudden changes in vision or to monitor ongoing conditions such as dry eye, diabetic eye disease, glaucoma, and more. - Coordination with your medical coverage may apply. Ask your VSP network doctor for details.	\$20 per exam	Available as needed
PRESCRIPTION GLASSES		\$10	See frame and lenses
FRAME+	\$200 Featured Frame Brands allowance \$200 Visionworks or Eyemart Express frame allowance on any frame \$150 frame allowance 20% savings on the amount over your allowance \$150 Walmart/Sam's Club/Costco frame allowance	Included in Prescription Glasses	Every 24 months
LENSES	- Single vision, lined bifocal, and lined trifocal lenses - Impact-resistant lenses for dependent children	Included in Prescription Glasses	Every 12 months
LENS ENHANCEMENTS+	- Scratch-resistant coating - UV protection - Standard progressive lenses - Premium progressive lenses - Custom progressive lenses - Average savings of 30% on other lens enhancements	\$0 \$0 \$0 \$95 – \$105 \$150 – \$175	Every 12 months
CONTACTS (INSTEAD OF GLASSES)	\$150 allowance for contacts; copay does not apply - Contact lens exam (fitting and evaluation)	Up to \$50	Every 12 months
LASER VISIONCARESM PREFERRED PROGRAM (AVAILABLE IN NETWORK ONLY)	\$500 allowance per eye for LASIK, Custom LASIK, PRK, SMILE, Contoura, or other FDA-approved laser vision correction procedures - Average of 15% off the regular price; discounts available at contracted facilities - After surgery, use your frame allowance (if eligible) for sunglasses from any VSP doctor	\$0	Once per lifetime
PROTEC SAFETY® (EMPLOYEE-ONLY COVERAGE)			
SAFETY EYE EXAM	Exam to determine safety eyewear needs	\$0	Every 36 months
FRAME+	- Fully covered when you choose a safety frame from your VSP doctor's ProTec Eyewear® collection or Visionworks' safety frame selection. \$100 frame allowance for any other safety frame outside of the ProTec Eyewear collection only available from a VSP provider, 20% savings on the amount over your allowance. - Certified according to the American National Standards Institute (ANSI) guidelines for impact protection	\$0	Every 36 months
LENSES AND LENS ENHANCEMENTS	- Prescription single vision, lined bifocal, and lined trifocal lenses - Impact-resistant lenses covered-in-full - Certified according to the American National Standards Institute (ANSI) guidelines for impact protection	\$0	Every 36 months
COVERAGE WITH AN OUT-OF-NETWORK DOCTOR			
With so many in-network choices, VSP makes it easy to maximize your benefits. Choose from our large doctor network including private practice and retail locations. Plus, you can shop eyewear online at Eyeconic®. Log in to vsp.com to find an in-network doctor. Your plan provides the following out-of-network reimbursements:			
Exam.....up to \$101	Lined Bifocal Lenses.....up to \$62	Progressive Lenses.....up to \$62	
Frame.....up to \$91	Lined Trifocal Lenses.....up to \$80	Elective Contact Lenses.....up to \$135	
Single Vision Lenses.....up to \$39	Lenticular Lenses.....up to \$112	Necessary Contacts Lenses.....up to \$341	
PROTEC SAFETY COVERAGE WITH AN OUT-OF-NETWORK DOCTOR			
Exam.....up to \$8	Lined Bifocal Lenses.....up to \$45	Lenticular Lenses.....up to \$90	
Frame.....up to \$50	Lined Trifocal Lenses.....up to \$60	Progressive Lenses.....up to \$45	
Single Vision Lenses.....up to \$35			

Save Up to 60% on Brand-Name Hearing Aids



Like vision loss, hearing loss can have a huge impact on your quality of life. However, the cost of a pair of quality hearing aids usually costs more than \$5,000,* and few people have hearing aid insurance coverage.

TruHearing makes hearing aids affordable by providing exclusive savings to all VSP® Vision Care members. You can save up to 60% on a pair of hearing aids with TruHearing. What's more, your dependents and even extended family members are eligible too.

In addition to great pricing, TruHearing provides you with:

- One year of follow-up visits for fittings, adjustments, and cleanings
- 60-day trial
- Three-year manufacturer warranty for repairs and one-time loss and damage replacement
- 80 free batteries per hearing aid for non-rechargeable models

Plus, with TruHearing you'll get:

- Access to a national network of more than 8,850 hearing healthcare providers
- Discounted pricing on a wide selection of the latest brand name hearing aids
- High-quality, low-cost batteries delivered to your door

Best of all, if you already have a hearing aid allowance from your health plan or employer, you can combine it with TruHearing prices to reduce your out-of-pocket expense even more!

Over-the-counter hearing aids are also available to VSP members through phone or online orders.**

vsp exclusive
member extras

TruHearing®
truhearing.com/vsp

Here's how it works:

Contact TruHearing.

Call **877.396.7194**. You and your family members must mention VSP.

Schedule exam.

TruHearing will answer your questions and schedule a hearing exam with a local provider.

Attend appointment.

The provider will perform a hearing exam, make a recommendation, order the hearing aids through TruHearing, and fit them for you.

Learn more about this VSP Exclusive Member Extra at
truhearing.com/vsp or call **877.396.7194** with questions.

*Based on a 2018 third-party survey of nationwide provider and manufacturer retail pricing.

**Over-the-counter hearing aids are different from prescription hearing aids.

VSP is providing information to its members, but does not offer or provide any discount hearing program. VSP makes no endorsement, representations or warranties regarding any products or services offered by TruHearing, a third-party vendor. TruHearing is not insurance and not subject to state insurance regulations. For additional information, please visit vsp.com/offers/special-offers/hearing-aids/truhearing. For questions, contact TruHearing directly. Not available directly from VSP in the states of Washington and California.

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