



**We're here for you, and your clients.**

Our hearts continue to go out to all of you as we navigate the impacts of the COVID-19 pandemic.

As your partner in vision care, we're committed to continuing to provide benefit solutions that meet the needs of your clients and their families during these difficult times.

While we work quickly to create real-world solutions for new realities, we remain committed to updating you with current information as we continue to serve you now and in the future.

**We remain open and here to serve you.** Although our teams are primarily working remotely, we continue to work diligently to answer your questions and assist you. Please don't hesitate to reach out to a representative with any questions at 855.218.4746.

**VSP members can still use their benefits.** Those in need of a new pair of glasses or running low on contacts, can still use their VSP Individual Vision Plan benefits with any VSP network doctor and should contact them directly for assistance. For those that need help finding a doctor, VSP customer care representatives are available at 800.877.7195.

All VSP Individual Vision Plans are also accepted at [Eyeconic®](#), where VSP members can shop online for glasses or contacts and easily connect their benefits to receive additional savings on their order.

**We're expanding access to essential medical eye care services.** At VSP, we're committed to doing our part to "flatten the curve" and protect the health and safety of our members. To help reduce the demand on primary care services and emergency rooms during this time, VSP has expanded access to medical eye care services<sup>1</sup> for most VSP members.

Effective now through December 31, 2020, all VSP Individual Vision Plan members, now have access to supplemental medical eye care for the detection, treatment, and management of ocular and visual conditions. These conditions include conjunctivitis, eye trauma, or sudden changes in vision, among other medical eye conditions. They can see their VSP network doctor in-person or remotely.

This extended access to care is ready to use for VSP Individual Vision Plan members:

- Now through December 31, 2020, if a member is experiencing a medical eye care condition, they should contact their VSP network doctor.<sup>2</sup>
- There's no change to premiums and no paperwork to complete.
- A standard \$20 copay may apply for some essential medical eye care.
- Members receive treatment in a setting that is safe and comfortable, including remote care when appropriate.

**VSP Individual Vision Plans continue to provide solutions.** As unemployment rates continue to rise and the loss of employer sponsored health care becomes a tough reality for many, we also know the need for clear vision doesn't pause during pandemics. VSP Individual Vision Plans continue to offer:

- Affordable coverage consumers can buy on their own, and for their families

- Savings when it matters most with more than \$200 in savings on out-of-pocket costs
- Flexibility to use their benefits at any point over their plan year
- Freedom to choose a plan that works with their budget with monthly and annual payment options

We continue to be here for you now and in the future. If you have any questions, please don't hesitate to call and speak to a representative at 855.218.4746.

The VSP Individual Vision Plans Team

*1. Nothing contained herein alters any existing coverage. No insurance premium is charged or collected for this April 2020 service expansion. Essential medical eye care services billed to VSP are supplemental to medical insurance. The member's health insurance carrier should be billed as the primary payer when other coverage exists, and the doctor participates on the health plan's network. 2. Essential medical eye care includes but is not limited to these conditions: Conjunctivitis, eye trauma, and sudden changes in vision.*