

Submitting an Out-of-Network Claim

If your plan provides out-of-network benefits, you will need to submit the claim to VSP for reimbursement.

Information

Details

Not all VSP plans provide out-of-network benefits	<ul style="list-style-type: none">• Visit the Benefits & Claims section of vsp.com to see if your plan offers coverage for out-of-network providers.• If your plan provides out-of-network benefits and you choose to see an out-of-network provider, you will need to submit the claim to VSP for reimbursement.<ul style="list-style-type: none">◦ If you choose to see an out-of-network provider, your benefit may differ from the coverage you receive with a VSP doctor.◦ You can view your benefits with out-of-network providers by clicking on the Benefits & Claims tab.• VSP will reimburse you the allotted amount based on your out-of-network benefits.
What you'll need	<ul style="list-style-type: none">• To submit a claim, you will need a copy of the itemized receipts or service statements for each patient that includes the following information printed on them:<ul style="list-style-type: none">◦ doctor's name or office name◦ name of patient◦ date of service◦ each service received and the amount paid.• You typically have twelve months from the date of service to submit for reimbursement.
Submitting a Claim Online	<ul style="list-style-type: none">• Be sure your receipts have been scanned and are accessible by your computer.• Login to your vsp.com account and access the Benefits & Claims section• Click on "Start New Claim"• Complete the fields and follow the prompts• Upload your receipts
Submitting a Claim by Mail	<ul style="list-style-type: none">• You can also send your receipts by mail.• Access the Benefits & Claims section for details.<ul style="list-style-type: none">◦ Click on "Start New Claim".◦ Complete the fields and follow the prompts.

	<ul style="list-style-type: none"> ○ After completing the claim form, you may print and mail copies of your claim form and receipt(s) to: <p style="text-align: center;">Vision Service Plan Attention: Claims Services P.O. Box 385018 Birmingham, AL 35238-5018</p>
Submitting a Claim & I'm No Longer a VSP Member	<ul style="list-style-type: none"> • Contact VSP member services at 1.800.877.7195 and ask for a Member Reimbursement form (VSP Out-Of-Network form). • Send the form <u>and</u> a copy of your receipts to: <p style="text-align: center;">Vision Service Plan Attention: Claims Services P.O. Box 385018 Birmingham, AL 35238-5018</p>
Processing Your Claim	<ul style="list-style-type: none"> • Please allow up to 10 business days (plus mailing time to and from VSP) for us to process your out-of-network reimbursement. • You can follow the <u>My Claim Status</u> online by accessing the <u>Previous Doctor Visits</u> section under Claims & Reimbursements.