



VSP Out-Of-Network Reimbursement FAQ's

Question	Details
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. • 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. ○ 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>
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 My Claim Status online by accessing the Previous Doctor Visits section under Claims & Reimbursements.