

Regence Medicare Advantage PPO Plans VSP Vision Benefit FAQ

Q: How are routine exams and hardware claims paid?

A: All in and out of network claims for routine vision exams and hardware claims are processed by Vision Service Plan (VSP). The Regence Claims Department does not process routine vision exam or hardware claims.

Q: For routine vision exams, how does it work when the provider is in-network?

A: For in-network vision exams, the provider bills VSP directly. The member should show the provider their Regence MedAdvantage card. The member’s copayment amount will depend on what plan they are on with Regence MedAdvantage.

Q: For routine vision exams, how does it work when the provider is out-of-network?

A: For out-of-network vision exams with a non-contracted provider, the provider will usually have the member pay out pocket for the full exam bill. Then the member would submit their detailed bill with the diagnosis code and date of service to VSP. There are two addresses on the back of the member’s card; one for providers to submit claims and another where members can submit pharmacy claims. Neither of these addresses would be correct for members to submit Vision claims for reimbursement. The member is advised to submit their routine vision claims to VSP using the VSP claim form. If Regence receives a routine vision claim, it will be rejected. An Explanation of Benefits is sent to the member asking them to submit their routine vision claim to VSP. If the member contacts Regence Customer Service, Customer Service will educate the member on why the claim was denied and forward their routine vision claim on to VSP for reimbursement to the member. Members will be reimbursed up to \$45 for out of network vision exams.

Q: For routine vision hardware, how does it work when the provider is out-of-network?

A: For out-of-network vision hardware with a non-contracted provider, the provider will usually have the member pay out of pocket for the full cost of the vision hardware. Then the member would submit their detailed bill with the individual items purchased to VSP. See question above for addressing questions. Members will be reimbursed **up to** the scheduled amount in the table below for each purchased item. Lenses and frames must be purchased together and there is only one set of eyeglasses or contacts allowed per calendar year.

Item	Maximum Reimbursement per Item
	CHOICE
Single Vision Lenses	\$30
Bifocal/Progressive Lenses	\$50
Trifocal Lenses	\$65
Lenticular Lenses	\$100
Frame	\$70
Elective Contact Lenses	\$105
Necessary Contact Lenses	\$210

Q: What about Costco or Wal-Mart?

A: Costco and Wal-Mart are not contracted with VSP but they do “accept assignment.” For routine vision exams, Costco and Wal-Mart will bill VSP for the non-contract rate and then the member pays the balance between the non-contracted rate and the amount Costco or Wal-Mart billed. For hardware claims VSP will reimburse up to the individual item reimbursement schedule (see above) of what Costco or Wal-Mart bills and Costco or Wal-Mart will ask the member to pay the rest.

Q: How do I submit a claim for an exam or hardware?

A: You only need to submit a claim for reimbursement if you choose to see an out-of-network provider rather than a VSP doctor.

Vision claims submittal – Claim form and detailed bill if necessary

Mail:

Vision Service Plan
P.O. Box 385018
Birmingham, AL 35238-5018

Fax:

1-916-858-4985 Attn: Claims

VSP website:

www.vsp.com

VSP phone number:

Call 844-872-6065 to speak with Member Services

Monday - Friday 5 a.m. to 8 p.m., Pacific Time
Saturday 7 a.m. to 8 p.m., Pacific Time
Sunday 7 a.m. to 7 p.m., Pacific time

For assistance with translation, hearing impaired callers may call 800.428.4833.