

# KEY CONTACT INFORMATION



## For Information About

- Locating a VSP® Provider
- Member inquiries about benefits, claims, or eligibility
- Employers resources
- Manage eligibility
- Billing and reporting
- Member support and communications
- Doctor directory
- VSP Healthy Innovations

- Evidence of coverage
- Schedule A or 5500 forms

- Account reconciliation
- Billing
- Posting receivables

- ANSI 834
- Loading automated membership
- Electronic file specifications
- Electronic file inquiries
- FTP Setup

- Benefit Clarification
- Health fairs/enrollment meetings
- Local servicing of business
- Member communications
- Group sales
- New benefits
- Rates/renewals
- Request for information (RFI)
- Request for proposal (RFP)

## Contact

**Member Services**  
**vsp.com**  
Phone: **800.877.7195**

### Three easy steps to get started on the Employers site:

- Go to **vsp.com**.
- Click on the **Employers** tab.
- To land directly on the **Employers** site in the future, bookmark **visionbenefits.vsp.com**.

**Field Client Support**  
Phone: **866.213.2249**  
Fax: **916.463.3935**  
E-Mail: [FieldClientCentralTeam@vsp.com](mailto:FieldClientCentralTeam@vsp.com)

**VSP Accounting**  
**866.213.2249**, Option 2  
Email: [VSPBilling@vsp.com](mailto:VSPBilling@vsp.com)

**EDI Membership Support**  
Phone: **877.396.8940**  
E-mail: [eei@vsp.com](mailto:eei@vsp.com)

**Sales/Service/Renewing**  
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