



A Hassle-Free Experience

because eyecare shouldn't be confusing

Our service philosophy is simple: Deliver the kind of personalized attention we'd expect for ourselves.

Exceptional member satisfaction means no headaches, no hassles and more time to focus your valuable resources elsewhere. That's why VSP provides you with worry-free benefit administration and the tools members need to make the most of their eyecare benefit.

Service as easy as 1, 2, 3

At VSP, we're dedicated to offering a benefit that's simple to use. Members visit vsp.com or call Member Services to find a VSP network doctor, then just make an appointment. VSP and the VSP doctor handle the rest — no ID cards to manage or claim forms to fill out.

Exceptional Doctor Network

VSP offers the nation's largest eyecare doctor network so that members have access to the doctor locations that are most convenient for them. VSP network doctors are located in retail, medical and professional settings close to work or home, with the majority offering the convenience of extended

hours. And, in addition to exceptional care, VSP doctors offer an extensive selection of eyewear.

Answers anytime, anywhere

From finding a doctor to accessing vision coverage information, VSP's award-winning call center and personalized benefits information at vsp.com make it easy for members to get the information they need

VSP stands behind our commitment to high-quality service by conducting quarterly satisfaction surveys of our clients and members.

Passion for people.

Vision for life.™

Our Promise to Members

Not only do we consistently deliver the highest member satisfaction in the industry, we guarantee it. Sound simple? It is. No hoops to jump through. No fine print. If at any time a member is not completely satisfied with their eyecare services or eyewear, let us know, and we'll make it right.



anytime, anywhere. VSP also offers eye-catching, easy-to-read member communications to increase members' awareness and understanding of their VSP benefit.

Privacy protection

It's every member's right and it's our commitment. We protect the confidentiality of our members' healthcare information in all of their interactions with us.

VSP has been ranked "Highest in Overall Member Satisfaction Among National Vision Plans" by J.D. Power and Associates.



2004 National Vision Plan Member Satisfaction Study. Study based on 766 respondents who are members of large national vision care plans. Study conducted for VSP by J.D. Power and Associates.