

VSP Member Eligibility



Accessing benefit details with VSP is simple!

Your group plan includes vision care services through our partner VSP (Vision Services Plan). There are several ways to verify benefit coverage and eligibility, which you can recommend to your employees covered by Sentara Health Plans. Here are a few:

- Sign in to **sentarahealthplans.com/member** or the Sentara Health Plans mobile app and select Vision Care Benefits. This will take members directly to a personalized dashboard on the VSP member portal. Here members can access their benefit information and benefit history.
- Providers can verify eligibility at the appointment VSP is taking steps to educate providers on how to look up eligibility and benefit details.

How to help members with VSP benefits

If a member is having difficulty accessing their VSP benefits at an appointment here are some questions to ask:

- Is the provider having trouble verifying eligibility using their web-based tools?
- Is the provider entering the full member ID number, leaving out the asterisk (*)?
- Has the member accessed the member portal and/or called VSP?
- Has the provider called VSP to verify eligibility?

If the member is still not able to access their benefits, contact your Sentara Health Plans account executive. Please provide the member's name, phone number, provider information, and specific source of difficulty.



Contact VSP for Assistance

Call: 1-800-877-7195

Enter the full member number on the back of your member ID card, leaving out the asterisk (*).