Provider Services Support Line
Interactive Voice Response (IVR) System Quick Reference

VSP® Vision Care

Main Menu Options

Press **1** for automated eligibility and authorization.
Press **2** for all other inquiries.
- Press **1** for eligibility or authorizations for all plans.
- Press **2** for Explanation of Payment, claims, or coordination of benefits.
- Press **3** to order VSP® office supplies.

Press ***** to repeat the menu.

Automated Eligibility & Authorization Instructions

1. **Call VSP from a touch-tone phone 800.615.1883.**
   Press **1**, to check eligibility or obtain an authorization for all plans, including Medicaid.

2. **Enter or confirm your office phone number, including area code.**

3. **Access member information.**
   Press **1** to access information by Member ID. If the Member ID contains both letters and numbers, press **#**.
   Press **2**, by the last four digits of the Social Security number.
   Press **3**, by an authorization number.

4. **Press 1 to confirm you have the correct member.**

5. **Select the relation to the member.**
   Press **1**, for member.
   Press **2**, for spouse.
   Press **3**, for dependent child or other relation.

6. **Select the benefit type. (The menu selection will vary, depending on the member's coverage, e.g., VSP Signature Plan®, VSP Choice Plan®, second pair option, etc.)**

7. **Authorize the benefit.**
   Date:
   Press **1** to authorize benefits for current or future date of service.
   Press **2** to authorize for past date.
   Services:
   Press **1** to authorize all services.
   Press **2** to authorize specific services.
   Delivery:
   Press **1** to have authorization faxed to your office.*
   Press **2** to get a verbal authorization.

*Authorizations are faxed to your office within 24 hours.

For assistance from a customer service representative (CSR) during regular business hours, please press **0** on the IVR system under any of the main menu options.

Certain situations may prevent VSP from authorizing benefits automatically, via the IVR system. In those situations, you will be automatically transferred to a CSR during regular business hours.