





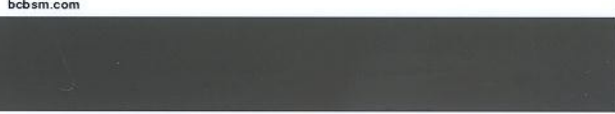
State of Michigan Vision Plan Active Employees and Retirees

To view a current version of this document, please visit:
[www.michigan.gov/documents/mdcs/
SOM_VSP_Fact_Sheet_439143_7.pdf](http://www.michigan.gov/documents/mdcs/SOM_VSP_Fact_Sheet_439143_7.pdf)

Effective October 1, 2013, Blue Cross Blue Shield of Michigan (BCBSM) has partnered with Vision Service Plan® (VSP) to administer your vision benefits. Your vision plan benefits will remain the same. You will have a new network beginning October 1, 2013, and you will receive savings on non-covered items such as polycarbonate lenses, anti-reflective coating, and anti-scratch coating. Here are some answers to frequently asked questions about your vision plan.

1. Will I receive a new vision ID card?

Yes. You will receive a new vision ID card from BCBSM before your effective date of October 1, 2013. Here is a sample of what your new ID card will look like:

		
Enrollee Name VALUED CUSTOMER		Blue Cross Blue Shield of Michigan 600 E. Lafayette Blvd., Detroit, MI 48226-2998 A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association
Enrollee ID XYX888888888		VSP Customer Service: 855-356-4362 Misuse may result in prosecution. If you suspect fraud, call: 800-482-3787
Issuer (80840) 9101003777		Use of this card is subject to terms of applicable contracts, conditions and user agreements. BCBSM assumes no financial risk on ASC claims.
Group Number: 007035691	Issued: 09/2013	Dental, Vision and Pharmacy providers: file claims according to your network contract. All other providers: file claims with the local BCBS plan. For Medicare claims, Bill Medicare.

2. What number do I call for Customer Service?

Members may call VSP at **1-855-356-4362**. Hours of operation are:

Monday through Friday, 8 a.m. to 11 p.m. EST

Saturday, 10 a.m. to 11 p.m. EST

Sunday, 10 a.m. to 10 p.m. EST

3. How can I find out who participates?

Visit bcbsm.com to find a participating provider. Click on *Find a Doctor*, and then click on *VSP*. You can also contact VSP at **1-855-356-4362** to locate a participating provider.

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4. What if my provider does not participate with the State Vision Plan?

Your State Vision Plan provides an out-of-network benefit if your provider does not participate. However, you will receive higher benefits if you go to a network provider.

5. I cannot find my State Vision Plan ID card. Can I still keep my appointment?

Yes. Your provider can confirm that you are eligible for benefits by calling VSP at **1-855-356-4362**. You do not need an ID card to receive benefits.

6. Will my Explanation of Benefits (EOB) change?

Yes. You will receive a Personalized Savings Statement from VSP. This statement is similar to your EOB statement. Here is a sample of what your Personalized Savings Statement will look like:

The screenshot displays the VSP website interface. At the top, there are navigation tabs for MEMBERS, BENEFITS MANAGERS, and BROKERS. Below this, there are links for MY BENEFITS, FIND A VSP DOCTOR, GET MORE INFORMATION, CLAIMS, CONTACTS & CLAIMS, and SPECIAL OFFERS. A sidebar on the left contains links for HOW TO USE MY BENEFITS, BENEFITS WITH VSP NETWORK DOCTORS, BENEFITS WITH OTHER PROVIDERS / OUT-OF-NETWORK, CLAIMS & REIMBURSEMENT, MY MEMBER VISION CARD, and EXCLUSIVE VSP Member REBATES & SPECIAL OFFERS, with a callout for 'MORE THAN \$2,500 IN SAVINGS'. The main content area is titled 'Claims & Reimbursement' and shows 'Choose Member/Dependent: John Doe'. The selected section is 'MY VSP SAVINGS STATEMENT'. The 'VSP Savings Statement' for 'VICTORIA H Y YU OD' (Patient Name: John Doe) dated 02/03/2012, lists the following costs:

	COST WITHOUT VSP	YOUR COST
Copay(s)		\$10.00
• WellVision Exam®		
• Eyewear		
WellVision Exam®	\$204.00	
Glasses		
• Lenses	\$65.00	
• Frame	\$215.00	\$52.00
• Lens Options	\$135.00	\$50.00
<small>Anti-Reflective Coat - Covered in Full Polycarbonate - Covered in Full</small>		
Contacts		
• Fitting/Evaluation		
• Lenses		
Total Cost for Services	\$619.00	\$62.00
	(Without coverage)	(With coverage)
Your Savings with VSP: \$557.00		

Below the table, it notes: 'You may have received extra savings or discounts from your doctor, so this may not match the statement the doctor gave you.' and 'Appeals language can be accessed on the front page of vsp.com'. At the bottom, there are links for 'HOW TO SUBMIT AN OUT-OF-NETWORK CLAIM' and 'MEMBER REIMBURSEMENT FORM'.

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7. Will my network change?

Yes, your network will change on October 1, 2013.

VSP has nearly 29,000 providers nationwide, including more than 1,100 in Michigan. Medical office, retail setting, and neighborhood locations offer full service (exams and eyewear), with 88 percent offering evening, weekend, or early morning hours. Popular regional retail chain providers in the VSP network include:

- *Rx Optical, a Michigan-based retailer*
- *Costco, with 400 locations nationwide*
- *SVS Vision, with 54 locations in Michigan — also one of the Top 50 U.S. optical retailers*
- *Henry Ford Health System OptimEyes, with 18 locations in Michigan*
- *Heritage Optical, with two locations in Detroit*

You can also use your benefits at any Walmart Vision Center and Sam's Club Optical Center.

Whether you choose a VSP doctor or a participating retail chain provider, using your vision coverage is easy and convenient, with no claim forms to complete. You only pay copays, costs over coverage amounts, and for non-covered options.

8. What are the advantages of BCBMS partnering with VSP?

- You will have nationwide access to competitive pricing on all lens options such as polycarbonate lenses, anti-reflective coating, anti-scratch coating, and more.
- You will receive special discounts for LASIK, Custom LASIK, and PRK if you see an in-network eye doctor.

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