



Accessing Your Vision Exam Benefit if an In-Network Vision Provider is Not Available

VEHI has learned that some subscribers in **select parts of the state** have had difficulty accessing vision exam care with an **in-network VSP** provider. The VEHI management team discussed this immediately with BCBSVT and sought clarification on where the problem is most acute and what subscribers who are impacted can do about it.

BCBSVT contacted VSP, the network company, which provided the detailed guidance found [here](#). It explains how members may access their vision benefit **without incurring additional out-of-pocket costs** in places where there is presently a shortage of in-network providers.

VSP also offered this statement for distribution to VEHI subscribers and their school districts:

*As with any large nationwide healthcare network, providers occasionally both leave and join our network as a normal business process. Providing access to quality care is important to us and we're committed to minimizing disruption to your employees/members as a result of limited or no access to a VSP in-network provider. **VSP's policy and practice is to allow a member to receive vision services at an out-of-network provider if they are unable to see an in-network provider within our network access and appointment availability standards—2 VSP providers within a 25 miles radius of their home address for rural areas, or access to see a VSP doctor within 30 calendar days (maximum) for scheduling or rescheduling routine, preventative eye exams.** Due to recent changes in our network in rural parts of Vermont, access to another VSP provider may not be available within the abovementioned standards.*

VEHI will continue to monitor this situation. Please, as usual, share this campaign monitor soon with your local union leaders and staff.

Subscribers should contact BCBSVT Customer Service with questions.

To confirm a provider's network status, please go to VSP.com.

This notification has been sent to School Business Officials, Human Resources and Health Plan Members.

To avoid confusion and to ensure consistency in the delivery of information, when distributing VEHI information do not modify any VEHI communications or attachments.

Please note: For your convenience, all VEHI Communications (sent via Campaign Monitor) can now be found in our archive at vehi.org/home/campaign-monitors/.

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