

## Key Contact Information



### For Information About

### Contact

- Locating a VSP® Provider
- Member inquiries about benefits, claims, or eligibility

**Member Services**  
**vsp.com**  
**Phone: 800.877.7195**

- Employer resources
- Manage eligibility
- Billing and reporting
- Member support and communications
- Doctor directory

**Three easy steps to get started on Employers site:**

- Go to [vsp.com](https://vsp.com).
- Click on the [Employers](#) tab.
- To land directly on the Employers site in the future, Bookmark [visionbenefits.vsp.com](https://visionbenefits.vsp.com).

- Evidence of coverage
- Schedule A or 5500 forms
- Contracts
- Member communications
- Benefit clarification
- Open enrollment support
- Resource Center password reset

**Client Support**  
Phone: **800.216.6248**, option 4  
Email: [vspcentral@vsp.com](mailto:vspcentral@vsp.com)

- Account reconciliation
- Billing
- Posting receivables

**VSP Billing**  
**800.216.6248**, option 3  
Email: [vspbilling@vsp.com](mailto:vspbilling@vsp.com)

- ANSI 834
- Loading automated membership
- Electronic file specifications
- Electronic file inquiries
- FTP setup

**Membership Support**  
Phone: **800.216.6248**, option 2  
Email: [vspcentral@vsp.com](mailto:vspcentral@vsp.com)

- Plan design
- Renewals
- Customized rates/pricing
- Open enrollment support

**Michael Pauley**  
**Client Manager**  
**916.407.5440, Ext. 111539**  
[michpa5@vsp.com](mailto:michpa5@vsp.com)