

Provider Services Support line

Interactive Voice Response (IVR) System Quick Reference

Automated Eligibility and Authorization Instructions

Please have the Member's information available prior to calling. When you enter basic information, we can more quickly meet your needs.

- 1 Call VSP® from a touch-tone phone 800.615.1883.**
- 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.