

VSP Premier Edge Promise

A Worry-Free Eyewear Guarantee

VSP Premier Edge™ Promise Authorization Instructions

Call VSP® at **800.615.1883** for authorization when a VSP member comes back in experiencing an issue with their prescription or featured frame brand glasses, including accidentally broken or damaged glasses (within 12 months), a prescription change (within 12 months), or request a style change (first 100 days).

- Provide your patient's information and the situation they are experiencing.
- VSP will issue you an authorization to provide the new services needed.
- Only request lenses when necessary. Reuse the same lenses when replacing broken frames unless also broken or exact frame is no longer available.
 - **Note:** For prescription changes, additional exam available for unexpected prescription changes only, and the VSP member must first use existing coverage available, including the VSP First Time Redo policy, VSPOne Patient Satisfaction Warranty and/or Interim Benefits, if applicable.
- Collect returned glasses from patient and donate/dispose of them per office policy.
 - **Do not** return them to Marchon or Altair®.
 - **Do not** allow member to keep original glasses.
- Submit the claim for the exam as you normally would, when applicable, and order the replacement frame and/or lenses according to the benefit instructions on the Authorization.
 - **Contract lab required;** in-office finishing and private lab not allowed.
- Collect the \$40 processing fee (displays under Copays on Patient Record Report) and any non-covered lens enhancements and/or frame overage, as applicable.
- You will be reimbursed according to your VSP Choice Plan® fees.

What the warranty doesn't include:

- Lost or stolen glasses
- Frame manufacture warranty (defects)
- Non-Marchon/Altair frames
- Non-VSP covered glasses (i.e., discount purchases, private pay, etc.)
- Rx changes less than ± 0.50 diopter
- Lens redo that falls under VSP First Time Redo policy or VSPOne Patient Satisfaction Warranty
- Services covered under VSP Interim Benefits
- Exam services otherwise covered under Essential Medical Eye Care or VSP Diabetic Eyecare Plus ProgramSM
- Progressive manufacturer warranty or non-adapt
- Lens enhancement warranties (i.e., scratched lenses)
- Contact lens services and materials
- Members who participate in a Medicaid/state-funded plan are not eligible
- Services and/or materials not specifically called out as included in this guarantee
- Local, state, and/or federal taxes

What is the VSP Premier Edge Promise?

When a VSP member receives a WellVision Exam® and/or purchases a featured frame brand from a practice participating in Premier Edge at the Gold or Platinum level (Premier Edge indicated on [vsp.com Find a Doctor Directory](https://www.vsp.com)), they'll get extra protection. A \$40 processing fee may apply.

The Premier Edge Promise is a worry-free eyewear guarantee that protects VSP patients from the unexpected, whether it's accidentally broken or damaged glasses, a prescription change, or a style change if they don't love the glasses they chose.

Broken or damaged glasses:

- If a member purchases a Marchon or Altair featured frame brand and the frame is accidentally broken or damaged within the first 12 months of purchase, VSP will replace it at no cost.
- Replace exact frame, if available, and reuse original lenses whenever possible.
- If original frame is no longer available, a Marchon or Altair frame of similar cost may be used, and you'll need to request replacement lenses, including any lens enhancements on their original pair (\$40 lens processing fee applies). Members can add any additional lens enhancements by taking advantage of Choice Lens Enhancement Chart pricing.
- Plus, if both frame and lenses break, VSP will replace the frame and lenses, including any lens enhancements on their original pair (\$40 lens processing fee applies). Members can add any additional lens enhancements by taking advantage of Choice Lens Enhancement Chart pricing.

Rx change:

- If a VSP member experiences a change in prescription, they can come back to their Premier Edge provider and we'll cover an additional WellVision Exam within 12 months of their original exam.
- The additional WellVision Exam under Premier Edge Promise is available for unexpected Rx changes that occur following a covered exam and not available as a recheck.
- Bill the applicable Current Procedural Terminology (CPT®) code for exam services performed, which must meet the corresponding code criteria based on level of service provided.
- If a prescription change is found (minimum ± 0.50 diopter), we'll cover a full lens replacement, including any lens enhancements on their original pair with a \$40 lens processing fee.

Frame style change:

- VSP members are guaranteed to love their Marchon or Altair featured frame brand selection, if not, they can return them to their Premier Edge provider for a replacement pair within 100 days of purchase with a \$40 processing fee.
- VSP will cover a new frame (any brand) of equal or lesser value and replacement lenses, including any lens enhancements on their original pair. Members can add any additional lens enhancements by taking advantage of Choice Lens Enhancement Chart pricing.