



DeltaVision FAQs

Below are answers to a few DeltaVision® frequently asked questions. For more information, visit vsp.com to access your benefits online. For issues creating an account or logging in for the first time, contact VSP® Vision Care at the Customer Care line: 800.877.7195 or 800.428.4833 for hearing impaired.

Q. Do I need a vision ID card? How do I get one?

A. A physical ID card is not required to receive vision services and will not be mailed automatically to members. Instead, members can simply call your VSP network vision provider to schedule an appointment and tell them you have DeltaVision administered by VSP. Your provider will coordinate the rest. If you prefer to carry an ID card, you can create an account at vsp.com to print one.

Q. Where do I find an in-network vision provider?

A. VSP has an extensive network of vision providers that can be found at vsp.com. Once there, click “Find A Doctor” to search by location, office name or doctor name. You can also find a provider in your area after you have logged into your vsp.com account.

Q. My provider is in VSP’s network, but didn’t recognize DeltaVision – what do I do?

A. DeltaVision is a new product, so this may happen from time to time. Check vsp.com to see if your vision provider participates with VSP. Then let him or her know DeltaVision is administered by VSP and includes the Choice Network. You can also call VSP at 800.877.7195 to confirm that your provider is in network.

Q. How do I create a vision account?

A. Go to vsp.com and click “Create An Account.” You’ll first be asked to enter the last four digits of the primary subscriber’s social security number. Then, complete the rest of the required fields and click “Create My Account.”

Q. What if I have trouble setting up my vision account?

A. You are always welcome to call VSP at 800.877.7195. There are representatives available to help with everything from benefits questions to creating your online account.

Q. Where can I go if I have questions about plan coverage, eligibility, filing a claim or eye care information?

A. We would encourage all members to create an online account at vsp.com where they can access their full vision benefits. From vsp.com, members can check for coverage and eligibility, find VSP-network vision providers, access exclusive member discounts, file claims and more. Members can also call 800.877.7195, Monday – Friday, 8:00 a.m. to 11:00 p.m.; Saturday, 10:00 a.m. to 11:00 p.m.; and Sunday, 10:00 a.m. to 11:00 p.m. EST.