



Grievance Process

If a VSP member has a complaint/grievance regarding VSP and/or a VSP network provider, you may immediately call VSP Member Services at **800.877.7195**, Monday through Friday, 5:00 a.m. to 8:00 p.m.; Saturday, 7:00 a.m. to 8:00 p.m.; and Sunday, 7:00 a.m. to 7:00 p.m. (Pacific Time). If a complaint is called in and not satisfactorily resolved within five (5) business days you will receive a written acknowledgment letter and a written resolution letter within thirty (30) days after receipt.

For written complaints, you may log on to **vsp.com** and complete the Member Grievance/Complaint Form and send it to: VSP Complaints and Grievances, P.O. Box 2350, Sacramento, CA 95741. VSP will respond by mail to acknowledge receipt and/or provide the status of the complaint within five (5) business days. VSP will resolve your complaint within thirty (30) days from the date of receipt and keep a copy of your complaint and the response on file for seven (7) years.

If the thirty (30) day standard appeal process seriously threatens a member's health or ability to function, you can request an expedited, 24 hour, review of the complaint.

In accordance with State and Federal regulations, VSP will not discriminate against a member on the basis of filing a complaint or grievance.

Language assistance services are available. Call **800.877.7195** if you need assistance reading this letter, would like this letter written in your language, or need your cultural and/or linguistic needs met.

Language Assistance Services Available

IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at 800.877.7195.

IMPORTANTE: ¿Puede leer esta carta? Si no, alguien le puede ayudar a leerla. Además, es posible que reciba esta carta escrita en su propio idioma. Para obtener ayuda gratuita, llame ahora mismo al 800.877.7195.

重要信息: 您是否能阅读此信? 如果无法阅读, 我们将为您提供专员协助服务。我们也能够将此信翻译成您所使用的语言。欲咨询免费服务, 请立即致电 800.877.7195。

vsp.com | 800.877.7195

For California residents, as required by regulations effective 1/1/2009.



Timely Access to Care

As a VSP member, you have the right to receive care and services in a timely manner.

Appointment Type	Timeframe
Routine Eye Exam	Within 30 calendar days
Non-Urgent Medical	Within seven days
Urgent Care	If call is received during office hours, and the doctor determines the need of the member to be urgent, member should be seen within 24 hours
Telephone Screening	Evaluated to determine the severity of the condition and disposition of the patient
Specialty Referral	Within 14 calendar days from the time the primary care provider requests the referral

Language Interpreter Services

Covered Persons have the right to receive language interpreter services. When scheduling an appointment, they can tell the provider's office that they need an interpreter at the time of their visit.

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Notice from the Department of Managed Health Care

The California Department of Managed Health Care (DMHC) is responsible for regulating health care service plans and specialized plans such as vision plans. If you have a complaint/grievance against your vision service plan, you should first telephone your vision plan toll-free at **800.877.7195** and use your vision plan's complaint/grievance process before contacting the department.

Utilizing this complaint/grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a complaint involving an emergency, a complaint that has not been satisfactorily resolved by your vision plan or a complaint that has remained unresolved for more than thirty (30) days, you may call the DMHC for assistance. The department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired.

You may also be eligible for an Independent Medical Review (IMR). If you are eligible for an IMR, the IMR process will provide an impartial review of medical decisions made by a vision service plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department's Internet Web site <http://www.Healthhelp.ca.gov> has complaint forms, IMR application forms and instructions online.

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