

What makes a vision plan special?

Let's face it. Some things you just expect from a vision plan. We do those things and better than the rest, too.

Wide Product Range and Reasonable Pricing

Flexible, high quality, high value—our plans fit clients of any size.

You and your members will love what we offer:

- Freedom to choose any frame, lens type, or brand on the market
- Price-controlled lens options
- Discounts on additional pairs of glasses
- Value-added contact lens care
- Discounts on Laser VisionCare
- The highest quality vision plan for less than 3% of your total benefit package, plus a complete eyecare and wellness solution for healthier members

Easy Administration

We take the hassle out of all the details.

- VSP and our network doctors handle benefit authorizations, so you and your members don't have to.
- You can quickly and easily manage benefits on the client portal at vsp.com.

World Class Customer Service

You'll benefit from VSP's fifty-plus years of experience.

- With two thousand years combined employee benefit experience, VSP's two hundred fifty sales representatives and account managers provide unmatched one-on-one sales support to our clients.
- Our customer service team of five hundred is there for you and your members.
- VSP has earned the SQM Award for providing world class customer satisfaction for the sixth year in a row.
- VSP's exceptional performance standard measures back up our commitment to providing unmatched service and highest quality of eyecare benefits.
- The highest level of security protects our client and member information.

vsp.com

CLIENT AND BENEFIT MANAGER RESOURCE CENTER

- Manage benefits
- Download plan information
- Download member communications

EYECARE DISCOVERY CENTER

- Eye health information
- Eyewear advice

MEMBER SITE

- Check benefits eligibility
- Find a doctor
- View VSP Savings Statement

Our members will be 100% satisfied or we'll make it right. Guaranteed.



Get more for your members.

High enrollment/Re-enrollment

Lots of people want VSP. And lots of people keep VSP.

- VSP programs have some of the highest participation in the country.
- Our voluntary plans consistently maintain high enrollment.

Exceptional Satisfaction

If your members are happy with their vision plan, you're happy with their vision plan.

- VSP is the only vision plan ranked "Highest in Member Satisfaction Among National Vision Plans, Three Years in a Row" by J.D. Power and Associates.
- 95% in-network utilization proves we have doctors people want.*
- Our members are more than happy. 87% rate their overall level of satisfaction with VSP as excellent or very good. That's exceptional satisfaction!



■ excellent and very good
 ■ excellent, very good, and good

*Source: VSP 2007 YTD Patient and Client Satisfaction Studies

VSP received the highest numerical score in the 2004 National Vision Plan Member Satisfaction Study and J.D. Power and Associates 2005-2006 National Vision Plan Member Satisfaction StudiesSM. 2006 study based on 2,011 total responses measuring 8 companies and measures opinions of vision plan members. Study results are based on experiences and perceptions of consumers surveyed in August-September 2006. 2004 study conducted for VSP by J.D. Power and Associates. Your experiences may vary. Visit jdpower.com.

**Does not apply to all clients. Ask your VSP representative for more information. All data shared follows HIPAA guidelines

What if you could have the best?

You can with VSP and our Eye Health Management Program.[®] Exceptional Care

VSP is the only company 100% dedicated to private-practice doctors. This ensures members receive consistent quality care no matter where they go.

- Our independent network of optometrists and ophthalmologists means your members have doctors focused on patient care, not retail sales.
- 100% of our doctors are credentialed to NCQA standards.
- All VSP doctors use Evidence-Based Eyecare[®], which includes best-practice medical guidelines, comprehensive eye exam standards, and coordination of care with the patient's primary care physician.
- Our doctor's average twenty years in practice, with 99% network retention, so their patients can always count on them.
- Every member is eligible for a thorough eye exam, which can help detect signs of health conditions.

Member Awareness

We put a lot of effort into educating members about the importance of eye health with:

- Easy-to-understand benefit and doctor information
- Eyecare Discovery Center on vsp.com—articles, videos, games, eyecare information and much more
- Quarterly electronic newsletter
- Patient Eyecare Report, a summary of services and doctor recommendations given to patients at the end of a VSP doctor visit
- Educational materials for diabetic members

Partnership and Data Sharing**

We'll support your wellness efforts with tools like:

- VSP's Diabetic Exam Form, which allows VSP doctors to communicate diabetic patient exam results to primary care physicians for follow-up care
- Exam reminder letters from VSP to our diabetic members
- Tools and programs available only from VSP

Easy Access to Private-Practice Doctors

Your members will easily find a doctor near them.

- VSP has the nation's largest eyecare doctor network— average four mile distance from members, with 35,000 access points nationwide.
- Our doctors are in retail and neighborhood settings, with 88% offering extended hours.
- VSP doctors offer one-stop shopping with eyecare and eyewear at all locations.

