



SUBJECT: Walmart Vision Center and Sam's Club Optical Center

The State of Michigan Vision Plan fact sheet and the For Your Benefit newsletter that you recently received incorrectly stated that Walmart Vision Center and Sam's Club Optical Center are network providers. We apologize for this error.

Under your new vision plan, effective October 1, 2013, Walmart Vision Center and Sam's Club Optical Center are considered **out of network**. If you visit these providers, your out-of-pocket costs will be higher.

We have enclosed a new vision fact sheet. If you have any questions, please call VSP customer service at **1-855-356-4362**. We apologize for any inconvenience this may have caused.

Sincerely,

A handwritten signature in black ink that reads "Arva Overton".

Arva Overton
Account Manager

Enclosure



State of Michigan Vision Plan Employees and Retirees

Effective October 1, 2013, Blue Cross Blue Shield of Michigan (BCBSM) has partnered with Vision Service Plan® (VSP) to administer your vision benefits. Your vision plan benefits will remain the same. You will have a new network beginning October 1, 2013, and you will receive savings on non-covered items such as polycarbonate lenses, anti-reflective coating, and anti-scratch coating. Here are some answers to frequently asked questions about your vision plan.

1. Will I receive a new vision ID card?

Yes. You will receive a new vision ID card from BCBSM before your effective date of October 1, 2013. Here is a sample of what your new ID card will look like:

 Enrollee Name VALUED CUSTOMER Enrollee ID XYX888888888 Issuer (80840) 9101003777 Group Number: 007035691	 State Vision Plan Issued: 09/2013	<p>bcbasm.com</p> <p>Blue Cross Blue Shield of Michigan 600 E. Lafayette Blvd., Detroit, MI 48226-2998 A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association</p> <p>VSP Customer Service: 855-356-4362 Misuse may result in prosecution. If you suspect fraud, call: 800-482-3787</p> <p>Use of this card is subject to terms of applicable contracts, conditions and user agreements. BCBSM assumes no financial risk on ASC claims. Dental, Vision and Pharmacy providers: file claims according to your network contract. All other providers: file claims with the local BCBS plan. For Medicare claims, bill Medicare.</p>
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2. What number do I call for Customer Service?

Members may call VSP at **1-855-356-4362**. Hours of operation are:

Monday through Friday, 8 a.m. to 11 p.m. EST

Saturday, 10 a.m. to 11 p.m. EST

Sunday, 10 a.m. to 10 p.m. EST

3. How can I find out who participates?

Visit **bcbasm.com** to find a participating provider. Click on *Find a Doctor*, and then click on *VSP*. You can also contact VSP at **1-855-356-4362** to locate a participating provider.

Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.



4. What if my provider does not participate with the State Vision Plan?

Your State Vision Plan provides an out-of-network benefit if your provider does not participate. However, you will receive higher benefits if you go to a network provider.

5. I cannot find my State Vision Plan ID card. Can I still keep my appointment?

Yes. Your provider can confirm that you are eligible for benefits by calling VSP. You do not need an ID card to receive benefits.

6. Will my Explanation of Benefits (EOB) change?

Yes. You will receive a Personalized Savings Statement from VSP. This statement is similar to your EOB statement. Here is a sample of what your Personalized Savings Statement will look like:

The screenshot displays the VSP website interface. At the top, there are navigation tabs for MEMBERS, BENEFITS MANAGERS, and BROKERS. Below these are links for MY BENEFITS, FIND A VSP DOCTOR, EYE CARE INFORMATION, GLASSES, CONTACTS & LASIK, and SPECIAL OFFERS. A sidebar on the left contains links for HOW TO USE MY BENEFITS, BENEFITS WITH VSP NETWORK DOCTORS, BENEFITS WITH OTHER PROVIDERS / OUT-OF-NETWORK, CLAIMS & REIMBURSEMENT, MY MEMBER VISION CARD, and an EXCLUSIVE VSP Member REBATES & SPECIAL OFFERS banner for \$2,500 in savings. The main content area is titled 'Claims & Reimbursement' and shows a dropdown for 'Choose Member/Dependent' set to 'John Doe'. The 'MY VSP SAVINGS STATEMENT' section is expanded, displaying a 'VSP Savings Statement' for a WellVision Exam. The statement includes patient information (Victoria H Y YU OD, John Doe), doctor information (VICTORIA H Y YU OD), and a table comparing costs with and without VSP coverage. The total cost without VSP is \$619.00, and with VSP, it is \$62.00, resulting in a savings of \$557.00. A note at the bottom states, 'You may have received extra savings or discounts from your doctor, so this may not match the statement the doctor gave you.' The website footer includes links for 'HOW TO SUBMIT AN OUT-OF-NETWORK CLAIM' and 'MEMBER REIMBURSEMENT FORM'.

	COST WITHOUT VSP	YOUR COST
Copay(s)		
• WellVision Exam®		\$10.00
• Eyewear		
WellVision Exam®	\$204.00	
Glasses		
• Lenses	\$65.00	
• Frame	\$215.00	\$52.00
• Lens Options	\$135.00	\$0.00
Anti-Reflective Coat - Covered in Full Polycarbonate - Covered in Full		
Contacts		
• Fitting/Evaluation		
• Lenses		
Total Cost for Services	\$619.00	\$62.00
	(Without coverage)	(With coverage)
Your Savings with VSP: \$557.00		

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7. Will my network change?

Yes, your network will change on October 1, 2013.

VSP has nearly 29,000 providers nationwide, including more than 1,100 in Michigan. Medical office, retail setting, and neighborhood locations offer full service (exams and eyewear), with 88 percent offering evening, weekend, or early morning hours. Popular retail chain partners include:

- *Rx Optical, a Michigan-based retailer*
- *Costco, with 400 locations nationwide*
- *SVS Vision, with 54 locations in Michigan — also one of the Top 50 U.S. optical retailers*
- *Henry Ford Health System OptimEyes, with 18 locations in Michigan*
- *Heritage Optical, with two locations in Detroit*

Whether you choose a VSP doctor or a retail chain partner, using your vision coverage is easy and convenient, with no claim forms to complete. You only pay copays, costs over coverage amounts, and for non-covered options.

8. What are the advantages of BCBSM partnering with VSP?

- You will have nationwide access to competitive pricing on all lens options such as polycarbonate lenses, anti-reflective coating, anti-scratch coating, and more.
- You will receive special discounts for LASIK, Custom LASIK, and PRK if you see a VSP network doctor.