



# Manager-Focused Training and Education

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Updated Spring 2023

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# ELEARNING COURSES

Category	Course#	Course Name	Badging		Access		
			Badge	Points	VSP Network	Silver	Gold

## VSP Network

VSP Premier Edge	807N	<p><b>Introducing: VSP PremierMax™</b></p> <p>In this course, you'll discover VSP PremierMax, an exciting new vision care product that can support your patient flow and increase profitability while differentiating your practice in the marketplace. It's one more way we're helping people see the possibilities.</p>	A360	15	✓	✓	✓	✓
	809N	<p><b>Maximizing the VSP Vision™ Premier Program</b></p> <p>Do you know all the benefits available to you through your participation in the VSP Vision Premier Program? Identify gaps and new opportunities in this webinar, where Dr. Winnick shares his personal experience with easy-to-implement tips including ways to maximize revenue, savings, and patient benefits.</p>	A360	60	✓	✓	✓	✓
	808Na	<p><b>VSP Premier Edge Overview</b></p>	A360	10	✓	✓	✓	✓
	808Nb	<p><b>VSP Vision Premier Program Benefits, Levels, and Targets</b></p>	A360	25	✓	✓	✓	✓
	808Nc	<p><b>VSP Vision Tracking Your Status</b></p>	A360	10	✓	✓	✓	✓
	804S	<p><b>How the Premier Program Elevates Your Practice</b></p> <p>Hear from doctors who participate in the Premier Program and discover how they leverage savings, discounts, business solutions, and more to achieve their goals.</p>	A360	15		✓	✓	✓

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**VSP Network**

VSP Premier Edge	805G	<p><b>Eyes on Marketing: How VSP Supports Patient Flow to Your Premier Program Practice</b></p> <p>Hear from doctors who participate in the Premier Program and discover how they leverage savings, discounts, business solutions, and more to achieve their goals.</p>	A360	30			✓	✓
	900N	<p><b>Explanation of Payment (EOP) Overview</b></p> <p>Learn how to read and understand the VSP Vision explanation of payment.</p>	A360	30	✓	✓	✓	✓
Products and Services	921N	<p><b>How to Check Eligibility and Authorize Benefits</b></p> <p>Using eClaim, easily get your VSP patients' coverage information online before they come to your office.</p>	A360	15	✓	✓	✓	✓
	922N	<p><b>Submitting Claims Exam Only</b></p> <p>Ease into eClaim submission with this tutorial on submitting exam-only claims.</p>	A360	15	✓	✓	✓	✓
	923N	<p><b>Submitting Claims Exam and Basic Glasses</b></p> <p>Learn the steps for submitting eClaims for an exam and basic glasses.</p>	A360	15	✓	✓	✓	✓
	924N	<p><b>Submitting Claims Exam and Contacts</b></p> <p>Conquer completing contact lens eClaims by completing this training.</p>	A360	15	✓	✓	✓	✓
	925N	<p><b>Coordination of Benefits: Introduction and Multiple VSP Plans</b></p> <p>When your patient has vision coverage from one or more vision plans, coordinating benefits can help to maximize their benefits and lower their out-of-pocket costs. This training will give an overview of Coordination of Benefits and the first common scenario—multiple VSP Plans.</p>	A360	15	✓	✓	✓	✓

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### VSP Network

Products and Services	926N	<p><b>Coordination of Benefits: VSP Plan is Secondary</b></p> <p>Find out how to submit an online Coordination of Benefits claim when the VSP Plan is secondary to another insurance.</p>	A360	15	✓	✓	✓	✓
	927N	<p><b>Coordination of Benefits: VSP Plan is Secondary with Multiple VSP Plans</b></p> <p>This training shows how to file an online Coordination of Benefits claim when the VSP Plan is secondary to another insurance with multiple VSP Plans come to your office.</p>	A360	15	✓	✓	✓	✓
	928N	<p><b>Coordination of Benefits: Resources</b></p> <p>Learn about resources to assist you with Coordination of Benefits (COB) claims, including information and links within the Provider Reference Manual, and the COB Calculator.</p>	A360	15	✓	✓	✓	✓
	929N	<p><b>Submitting Claims Glasses with Enhancements</b></p> <p>Discover how to submit eClaims when glasses have multiple lens enhancements.</p>	A360	15	✓	✓	✓	✓
	917G	<p><b>Maximizing VSP with Maui Jim</b></p> <p>Join us as we explore how Maui Jim is positioned as a top-tier eyewear brand to not only help your practice make the best use of patient benefits, but also drive profitability.</p>	A360	30			✓	✓

### Specialization

Diabetes	601N	<p><b>Essential Medical Eye Care</b></p> <p>Learn how VSP has streamlined its supplemental medical eye care coverage by creating a single plan, simplifying billing, and increasing availability by making it standard coverage for most VSP patients. You'll also learn how you can leverage this plan to maximize VSP benefits for your patients with diabetes.</p>	ADA	15	✓	✓	✓	✓
	609N	<p><b>Diabetes 101: Training for Staff</b></p> <p>Take this first of four modules to learn about diabetes and how it relates to eye care. Recommended for staff.</p>	ADA	60	✓	✓	✓	✓

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### Specialization

Diabetes	610N	<p><b>Diabetes Prevention: Training for Staff</b></p> <p>Take the second of four modules to learn about diabetes and eye care. Recommended for staff.</p>	ADA	15	✓	✓	✓	✓
	611N	<p><b>Diabetes and Eye Health: Training for Staff</b></p> <p>Take this third of four modules to learn about diabetes and eye health. Recommended for staff.</p>	ADA	15	✓	✓	✓	✓
	612N	<p><b>Healthy Living with Diabetes: Training for Staff</b></p> <p>Take the final module of this four-part series to learn how people live with diabetes. Recommended for staff.</p>	ADA	15	✓	✓	✓	✓
	617N	<p><b>VSP Exclusive Member Extra Offers for Patients with Diabetes</b></p> <p>Learn about the valuable offers available to your VSP patients with diabetes through the VSP Exclusive Member Extras Program.</p>	ADA	15	✓	✓	✓	✓
	618N	<p><b>American Diabetes Association Risk Test</b></p> <p>Learn about the American Diabetes Association Risk Test and how you can easily implement it in your practice.</p>	ADA	15	✓	✓	✓	✓

### Business Consulting

Understanding the Patient Journey	501GP	<p><b>Changing Consumer Expectation</b></p> <p>In this course, you'll hear how today's environment affects consumer purchasing decisions and what is considered essential. We'll cover patients' changing expectations and share how you can leverage them to create opportunities for your practice.</p>	A360	15			✓	✓
	502GP	<p><b>Making Memorable First Impressions</b></p> <p>This course covers the importance of memorable first impressions that can help your practice earn new patients. You'll learn how patients make purchasing decisions, how to create an environment that articulates your brand, and engage the five senses utilizing your retail space.</p>	A360	15			✓	✓

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### Business Consulting

Understanding the Patient Journey	503GP	<p><b>Customizing Your Appointment Scheduling</b></p> <p>Learn how to use appointment scheduling to meet your capacity planning and the needs of your patients.</p>	A360	15			✓	✓
	507GP	<p><b>Optimizing the Check-Out Process</b></p> <p>This course will help you streamline your checkout process in order to “close the sale,” retain patients, and increase your per-patient revenue.</p>	A360	15			✓	✓
	508GP	<p><b>Maximizing Material Pick-Ups</b></p> <p>Did you know when patients pick up their materials, you have an opportunity to make another sale? Take this course to learn why providing an exceptional customer service experience at pick-up can lead to additional purchases.</p>	A360	15			✓	✓
	509GP	<p><b>Maximizing the Patient Arrival</b></p> <p>It's crucial to take advantage of the time patients spend in your office before their exam. This course offers tips on how to create a welcoming, efficient, and memorable experience upon arrival that will keep your patients coming back.</p>	A360	15			✓	✓
	105P	<p><b>Maintaining a Clean and Safe Environment</b></p> <p>Take this course for guidance on maintaining a clean and safe environment in your practice for patient and staff safety.</p>	A360	15				✓
Boosting Business Opportunities	301GP	<p><b>How to Use the Practice Performance Tracker</b></p> <p>We created the Practice Performance Tracker to help you increase your practice's performance, which can support an increase in revenue. This helpful tool helps you establish a baseline and track your business improvements.</p>	A360	15			✓	✓
	402N	<p><b>Understanding Tactics to Maximize Opportunities</b></p> <p>Learn sales tactics such as bundling and strategic promotions to help you maximize opportunities for your practice.</p>	A360	15	✓	✓	✓	✓
	420N	<p><b>My Marketing Minute: Campaigns, Website, and Branding</b></p>	A360	10	✓	✓	✓	✓

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### Business Consulting

Boosting Business Opportunities	401G	<p><b>Guide to Luxury Selling</b></p> <p>Learn how luxury selling is different from traditional retail sales in that the main goal is to provide and create a luxury experience for the shopper. It is about observing, creating trust with clients, and understanding their needs. These are important factors to consider when making a proposal and ensuring it results in a sale.</p>	A360	15			✓	✓
	403GP	<p><b>Optimizing Margins to Create Long-Term Success</b></p> <p>Take this course to help you track your sales and promotions to support your strategic plan and achieve your goals. You'll learn how to measure Key Performance Indicators (KPIs) and utilize Price Elasticity (PE) to create long-term success for your business.</p>	A360	15			✓	✓
	404GP	<p><b>It Starts with Marketing</b></p> <p>Creating awareness about your practice is the first step to getting noticed. Take this course to learn how to speak to your consumers' unique needs and leverage the right communication channels to successfully market your business.</p>	A360	15			✓	✓
	405GP	<p><b>Improving Capture Rate</b></p> <p>Don't let opportunity walk out the door! Learn how to improve your capture rate and increase profitability.</p>	A360	15			✓	✓
	406GP	<p><b>Understanding Brand Positioning</b></p> <p>Your brand is much more than a logo. Take this course to identify your strengths, weaknesses, threats, and opportunities—and learn how to harness your analysis to create a brand identity that resonates with your patient segments.</p>	A360	15			✓	✓
	407GP	<p><b>Creating a Memorable Shopping Experience</b></p> <p>In this course, you'll learn the importance of strategic selling and creating a tailored shopping experience to keep your patients coming back.</p>	A360	15			✓	✓
	409G	<p><b>Exam: Emphasizing the Value</b></p> <p>What's one thing your practice has that others don't? You. Learn how to highlight your expertise and high-quality products to emphasize the value of an eye exam at your practice.</p>	A360	15			✓	✓



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### Business Consulting

Boosting Business Opportunities	410G	<p><b>The Importance of Inventory Management and Strategic Pricing</b></p> <p>Do you have enough of the product your patients want at just the right price? This course will help you make that determination.</p>	A360	20			✓	✓
	416G	<p><b>Expand Your Marketing Reach</b></p> <p>In this course, you'll learn how to enroll in Bausch + Lomb REACH marketing portal see an overview of the digital resources, discover how to build a digital ad campaign, and more.</p>	A360	15			✓	✓

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### Professional Development

Certified Paraoptometric (CPO) Exam Prep	302G CPO	<p><b>Introduction</b></p> <p>Welcome to the VSP Certified Paraoptometric Review Course. This module is an introduction to becoming a Certified Paraoptometric Technician. Topics include CPO certification requirements, continuing education, course syllabus, and more.</p>	A360	10	✓				✓	✓
	303G CPO	<p><b>Basic Science</b></p> <p>Science is the foundation of eye care. This module will cover the components of light, electromagnetic spectrum, refraction, reflection, dioptric lens power, magnification, polarization, and more.</p>	A360	10	✓				✓	✓
	304G CPO	<p><b>Medical Terminology</b></p> <p>Understanding and communicating using medical terms is an essential part of being a CPO technician. This module covers root word, prefix structure, and common terms used in eye care.</p>	A360	10	✓				✓	✓
	305G CPO	<p><b>Basic Anatomy Part 1</b></p> <p>It's important to understand the anatomical structures of the human eye and surrounding structures (adnexa). Basic Anatomy part 1 provides an introduction to ocular anatomy. Topics include orbital bones, extraocular muscles, lacrimal system, tear film, lids, and more.</p>	A360	10	✓				✓	✓
	306G CPO	<p><b>Basic Anatomy Part 2</b></p> <p>Basic Anatomy Part 2 expands on Part 1. Topics include the cornea, crystalline lens, ciliary process, accommodation, anterior and posterior chambers, choroid, retina, rod and cones photoreceptors, the visual pathway, and more.</p>	A360	10	✓				✓	✓
	307G CPO	<p><b>Common Eye Disorders Part 1</b></p> <p>Paraoptometric eye care professionals need to have a basic understanding of common eye disorders, conditions, and treatment regimens. This module will review refractive errors, blepharitis, conjunctivitis, subconjunctival hemorrhages, and more.</p>	A360	10	✓				✓	✓

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### Professional Development

Certified Paraoptometric (CPO) Exam Prep	308G CPO	<p><b>Common Eye Disorders Part 2</b> Common Eye Disorders Part 2 expands on Part 1. Topics include amblyopia, treatment options, foreign body, corneal abrasions, ulcers, pinguecula, pterygium, Fuchs' dystrophy, cataracts, glaucoma, and more.</p>	A360	10	✓				✓	✓
	309G CPO	<p><b>Ophthalmic Prescriptions</b> Understanding the components of an ophthalmic prescription is essential for all eye care professionals. This module will explore spectacle prescriptions, sphere, cylinder, axis, prism, pupillary distance (PD), transposition, and contact lens prescriptions.</p>	A360	10	✓				✓	✓
	310G CPO	<p><b>Basic Pharmacology</b> It's important to be familiar with common pharmaceuticals and potential drug-to-drug interactions, as well as the pharmaceuticals that may be prescribed in an optometric practice. This module explores common pharmaceuticals paraoptometric eye care professionals encounter working in an optometric practice. Topics include mydriatics, cycloplegics, anesthetics, hyperosmotics, and more.</p>	A360	10	✓				✓	✓
	311G CPO	<p><b>Exam Procedures and Diagnostic Tools Part 1</b> This module reviews an eye exam workflow. Topics include exam workflow, Chief Complaint (CC), History of Present Illness (HPI), Review of Systems (ROS), Pre-tests, visual acuity, tonometry, visual fields, pachymetry, and more.</p>	A360	10	✓				✓	✓
	312G CPO	<p><b>Exam Procedures and Diagnostic Tools Part 2</b> This module expands on the exam procedures and diagnostic tools covered in Part 1. Topics include retinoscopy, manifest refractions, dilation, biomicroscopy (slit-lamp), ophthalmoscope, ancillary diagnostic testing and basic coding, and exam finalization.</p>	A360	10	✓				✓	✓

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### Professional Development

Certified Paraoptometric (CPO) Exam Prep	313G CPO	<p><b>Ophthalmic Lenses</b></p> <p>The most essential part of eyewear are spectacle lenses used to correct ametropia. This module covers spectacle lens types, designs, materials, lens enhancements and treatments, and lens selection.</p>	A360	10	✓				✓	✓
	314G CPO	<p><b>Spectacle Frames</b></p> <p>Spectacle frames come in countless designs and styles. Understanding basic frame design is an important aspect of eye care. Topics of this module include frame anatomy, boxing system, frame tilt, basic frame selection, and common tools used to adjust frames.</p>	A360	10	✓				✓	✓
	315G CPO	<p><b>Contact Lenses</b></p> <p>Contact lenses are a popular treatment option to correct ametropia. This module provides a basic understanding of contact lenses. Topics include contact lens measurements, designs, spherical, toric, materials, orthokeratology, pre-fit valuation, verification, cleaning, and more.</p>	A360	10	✓				✓	✓
	316G CPO	<p><b>Optometric Practice Basics</b></p> <p>An optometric practice has a number of roles and responsibilities. It's important to know these roles and responsibilities to ensure a high standard of patient care. Topics include the patient journey, office personnel, ethics, hygiene, patient triage, appointments, recalls, HIPAA, Health Information Technology (HIT), Protected Health Information (PHI), patient health records, payments, basic third party, and more.</p>	A360	10	✓				✓	✓
	317G CPO	<p><b>Basic Business Skills</b></p> <p>Optometric practices rely on technology on the optical and clinic side. This module explores the terminology and technology in optometric practices such as computer skills related to electronic claims submission, printers, fax machines, bar code scanners, and more.</p>	A360	10	✓				✓	✓
	318G	<p><b>Exam Prep</b></p> <p>This is the final module in the CPO Exam Prep series.</p>	A360	10	✓				✓	✓

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### Professional Development

Leadership and HR	213N	<p><b>Time Management</b></p> <p>Take advantage of this five-minute strategic thinking process to plan for time management success.</p>	A360	20	✓	✓	✓	✓
	215G	<p><b>Onboarding Optometry New Hires</b></p> <p>An all-inclusive resource guide to onboard new hires at your optometric practice.</p>	A360	30			✓	✓
	206GP	<p><b>Improving Staff Engagement</b></p> <p>Everyone appreciates recognition for a job well done. In this course, learn how to effectively engage your staff in meaningful ways and position them as ultimate brand ambassadors.</p>	A360	15			✓	✓
	242G	<p><b>Resilience in Optometry</b></p> <p>Learn about shared characteristics among resilient people, and explore ways to deepen resilience in yourself, your team, and your patients.</p>	A360	20			✓	✓

# KEY

