



Premier Academy360™

Staff-Focused Training and Education

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TABLE OF CONTENTS

eLearning Courses

VSP® Network **3**

VSP Premier Program
Products and Services

Specialization **5**

Diabetes

Business Consulting **6**

Understanding the Patient Journey
Business Boosting Opportunities
Tracking Practice Performance

Professional Development **8**

Optometry Basics
Leadership and HR

Catalog Key **10**

ELEARNING COURSES

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

VSP Network

VSP Premier Program	801N	Supporting Practice Success with the Premier Program Whether you're new to the VSP Vision™ Premier Program or a seasoned pro, learn how to leverage the program's resources to achieve your business goals and elevate your practice.	A360	15	✓	✓	✓	✓
	806N	Moving Up and Maximizing Benefits Regardless of your VSP Vision Premier Program level, this course will cover ways for your practice to move up within the Premier Program to unlock everything that the Premier Program has to offer.	A360	15	✓	✓	✓	✓
	807N	Introducing: VSP PremierMax™ 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.	A360	15	✓	✓	✓	✓
	808Na	VSP Vision Premier Program Overview	A360	10	✓	✓	✓	✓
	808Nb	VSP Vision Premier Program Benefits, Levels, and Targets	A360	25	✓	✓	✓	✓
	808Nc	VSP Vision Tracking Your Status	A360	10	✓	✓	✓	✓
	803S	Do More, Get More: The Value of Premier Program Partnership Learn how external Premier Program partner offers can help you elevate your practice at every step of the patient journey.	A360	30		✓	✓	✓

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VSP Network

VSP Premier Program	804S	<p>How the Premier Program Elevates Your Practice</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		✓	✓	✓
	805G	<p>Eyes on Marketing: How VSP Supports Patient Flow to Your Premier Program Practice</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			✓	✓
Products and Services	415N	<p>Authorizing Benefits for VSP Patients</p> <p>Learn how to check your VSP patient's eligibility, authorized benefits, and pertinent criteria before their visit.</p>	A360	15	✓	✓	✓	✓
	921N	<p>How to Check Eligibility and Authorize Benefits</p> <p>Using eClaim, easily get your VSP patients' coverage information online before they come to your office.</p>	A360	15	✓	✓	✓	✓
	922N	<p>Submitting Claims Exam Only</p> <p>Ease into eClaim submission with this tutorial on submitting exam-only claims.</p>	A360	15	✓	✓	✓	✓
	923N	<p>Submitting Claims Exam and Basic Glasses</p> <p>Learn the steps for submitting eClaims for an exam and basic glasses.</p>	A360	15	✓	✓	✓	✓
	924N	<p>Submitting Claims Exam and Contacts</p> <p>Conquer completing contact lens eClaims by completing this training.</p>	A360	15	✓	✓	✓	✓
	925N	<p>Coordination of Benefits: Introduction and Multiple VSP Plans</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>Coordination of Benefits: VSP Plan is Secondary</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>Coordination of Benefits: VSP Plan is Secondary with Multiple VSP Plans</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>Coordination of Benefits: Resources</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>Submitting Claims Glasses with Enhancements</p> <p>Discover how to submit eClaims when glasses have multiple lens enhancements.</p>	A360	15	✓	✓	✓	✓
	917G	<p>Maximizing VSP with Maui Jim</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>Essential Medical Eye Care</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>Diabetes 101: Training for Staff</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>Diabetes Prevention: Training for Staff</p> <p>Take the second of four modules to learn about diabetes and eye care. Recommended for staff.</p>	ADA	15	✓	✓	✓	✓
	611N	<p>Diabetes and Eye Health: Training for Staff</p> <p>Take this third of four modules to learn about diabetes and eye health. Recommended for staff.</p>	ADA	15	✓	✓	✓	✓
	612N	<p>Healthy Living with Diabetes: Training for Staff</p> <p>Take the final module of this 4-part series to learn how people live with diabetes. Recommended for staff.</p>	ADA	15	✓	✓	✓	✓
	617N	<p>VSP Exclusive Member Extra Offers for Patients with Diabetes</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>American Diabetes Association Risk Test</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>Changing Consumer Expectation</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>Making Memorable First Impressions</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>Customizing Your Appointment Scheduling</p> <p>Learn how to use appointment scheduling to meet your capacity planning and the needs of your patients.</p>	A360	15		✓	✓	✓
	507GP	<p>Optimizing the Checkout Process</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>Maximizing Materials Pick-Ups</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>Maximizing the Patient Arrival</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>Maintaining a Clean and Safe Environment</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				✓
Business Boosting Opportunities	402N	<p>Understanding Tactics to Maximize Opportunities</p> <p>Learn sales tactics such as bundling and strategic promotions to help you maximize opportunities for your practice.</p>	A360	15	✓	✓	✓	✓
	408N	<p>Marketing Fundamentals</p> <p>Gain essential marketing fundamentals to create a value-added revenue plan. Your practice can stand out, attracting new patients, and engaging existing patients for optimal professional satisfaction.</p>	A360	20	✓	✓	✓	✓
	420N	<p>My Marketing Minute: Campaigns, Website, and Branding</p>	A360	10	✓	✓	✓	✓

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Business Consulting

Business Boosting Opportunities	401G	<p>Guide to Luxury Selling</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			✓	✓
	407GP	<p>Creating a Memorable Shopping Experience</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>Exam: Emphasizing the Value</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			✓	✓
	905G	<p>Providing Value through Product Innovation</p> <p>Learn how creating a differentiated product experience using the latest lens technologies can insulate your business from competition, energize your staff, and drive incremental profit to your bottom line.</p>	A360	25			✓	✓
Tracking Practice Performance	301GP	<p>How to Use the Practice Performance Tracker</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			✓	✓

Professional Development

Optometry Basics	101N	<p>Basic Optical Theory</p> <p>Learn about basic optical theory and the way light interacts with the eye to produce sight.</p>	A360	15	✓	✓	✓	✓
	102N	<p>Anatomy of the Eye</p> <p>Ever wonder how light creates an image in the brain or what role each part of the eye plays? Find out here!</p>	A360	25	✓	✓	✓	✓

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Professional Development

Optometry Basics	103N	<p>Frame Styles—Part 1: Anatomic Adjustment</p> <p>Achieve a perfect fit and optimal comfort by learning about anatomic adjustment and how it will help your patients when they try on glasses for the first time.</p>	A360	15	✓	✓	✓	✓
	104N	<p>Frame Styles—Part 2: Choosing Frames</p> <p>Learn how to choose frames for your patients that fit both their face shapes and their lifestyles.</p>	A360	15	✓	✓	✓	✓
	105N	<p>Frame Styles—Part 3: Measurements</p> <p>Discover the importance of frame measurements and how they impact frame selection for patients.</p>	A360	15	✓	✓	✓	✓
	106N	<p>Understanding Prescriptions: Reading and Interpreting Prescriptions</p> <p>This training provides a step-by-step explanation of the various components of prescriptions to avoid confusion for patients and staff.</p>	A360	15	✓	✓	✓	✓
	107N	<p>Visual Conditions</p> <p>Take this course to learn about common visual conditions.</p>	A360	25	✓	✓	✓	✓
	108N	<p>Your First Steps within Vision Cares</p> <p>The Starter Guide is a comprehensive manual that will accompany you through your first steps as an eye care professional (ECP) and help you succeed.</p>	A360	25	✓	✓	✓	✓
	109N	<p>Correction of Ametropia</p> <p>Take this course to learn how ophthalmic lenses help correct refractive errors such as myopia, hyperopia, astigmatism, and presbyopia. Take a closer look to learn how to serve patients in selecting lenses to correct forms of ametropia.</p>	A360	20	✓	✓	✓	✓
	110G	<p>How Frames Are Made</p> <p>Almost everyone can relate to the long process of bringing new life into this world. This fun and engaging training walks you through the steps of how a frame is made, from the moment it is only a twinkle in a designer's eye, to the design, product development, manufacturing, quality control, and finally the delivery to a customer.</p>	A360	25	✓	✓	✓	✓

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Professional Development

Optometry Basics	111G	<p>Ultra-Widefield Imaging</p> <p>Research with ultra-widefield imaging (UWF) has redefined the importance of assessing the entire retina during routine exams. This session will review the definition of UWF, its role in screening as well as disease management in a variety of conditions including diabetic retinopathy, age-related macular degeneration, and glaucoma.</p>	A360	15			✓	✓
Leadership and HR	204N	<p>Professional Customer Interactions</p> <p>Learn how professional customer interactions lead to increased patient satisfaction.</p>	A360	20	✓	✓	✓	✓
	213N	<p>Time Management</p> <p>Take advantage of this five-minute strategic thinking process to plan for time management success.</p>	A360	20	✓	✓	✓	✓
	211GP	<p>Change and Transition</p> <p>Learn how to work through change by taking this training, designed to help you navigate through the transition processes in your practice.</p>	A360	60			✓	✓

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