

## FREQUENTLY ASKED QUESTIONS

SHiFT	
When does SHiFT take place?	SHiFT begins on Friday, February 26 at 9:00 a.m. PDT and concludes on Saturday, February 27 at 5:00 p.m. PDT.
How are SHiFT attendees selected?	Criteria for the SHiFT meeting is evaluated each year to make sure practices participating in the Premier Program that meet specific targets are included. This year select Gold and Platinum level practices received an invite. Space is limited so attendance is on a first come basis. Some exceptions apply to ensure we have a geographic distribution.
How many people from my practice are able to attend the event?	Originally open to one eligible doctor per practice, we've extended the opportunity to allow a maximum of two doctors per practice. As noted previously, each participating doctor will need to use their own unique login to attend.
How can I learn more about the schedule of the event?	Please review the agenda for more information on keynote speakers, Premier Academy360™ courses, networking opportunities, and additional events at <a href="http://shift.vspproviderhub.com">shift.vspproviderhub.com</a>
Do I need to attend the entire event?	We understand you are busy, and this year's event was designed for you to be able to opt-in to the sessions that help you meet your unique 2021 practice goals.
Do I have to attend events at their scheduled time, or will a recording be available?	You must attend continuing education sessions live to receive continuing education (CE) credit and the Zoom Networking will only be available during scheduled times. We strongly recommend that you attend live if your schedule allows, to ensure you get the most from the experience and to take advantage of the live peer-to-peer networking. Recordings will be available to registered guests for a short time after the conclusion of SHiFT.
By attending SHiFT, am I able to earn CE credits?	Absolutely, you will have the opportunity to participate in select complimentary CE courses as part of the SHiFT experience. To earn CE credit, you must attend the sessions at their scheduled time.
I would like another member of my staff to participate in the educational content of the event. Is this possible?	Due to the exclusive nature of this conference, only two doctors from each practice are eligible to attend, and each will need to register individually. You may invite your staff to view the sessions with you, however Continuing Education credits will only be granted to registered attendees.



Will I get the opportunity to interact with any VSP Global® lines of business or Premier Partners?	Yes, for a list of VSP Global lines of businesses and Premier Partners in attendance, visit <a href="http://shift.vspproviderhub.com">shift.vspproviderhub.com</a> and select the “Partners” tile at the bottom of the page.
Will I be able to access special offers at SHiFT?	Yes, special offers may be available from the VSP Global lines of business and/or Premier Program Partners. Offers are made at the discretion of each partner and will be viewable online during the event. For a list of partners who will be in attendance, visit <a href="http://shift.vspproviderhub.com">shift.vspproviderhub.com</a> and select the “Partners” tile at the bottom of the page.
Will I be able to access SHiFT through my mobile device?	Yes, you can attend SHiFT on a computer, tablet, or smartphone.
Do I need any specific software installed to attend SHiFT?	For the majority of SHiFT, you will not need any additional software. Please note that the peer-to-peer networking sessions will be offered through Zoom, and for the best experience possible, we recommend you download the latest version <a href="#">here</a> prior to the event.
I see there is something that mentions getting a gift for attending - what is the gift?	Registered attendees who participate in at least two sessions will be eligible to select a premium thank you gift of their choice for their practice. Please note gift eligibility is limited to one gift per practice. Gifts will be delivered to you after SHiFT concludes.
<b>Registration</b>	
What is included in registration?	Registration includes access to all SHiFT content. Please know that the lineup for the event has been specially developed to help you meet your practice goals. This includes top-tier keynote speakers, exclusive access to new education courses, Premier Program updates, and more!  In addition, doctors who attend two or more sessions will be eligible to select a unique gift for the practice. As a reminder, gift eligibility is limited to one gift per practice.
What is the registration cancellation policy?	There is no penalty for cancellations, however we request that you let us know as soon as possible if you need to cancel, as this will allow us to provide another practice with the opportunity to attend. Please email <a href="mailto:shift@vsp.com">shift@vsp.com</a> with cancellations.



I can't locate my registration confirmation email - how can I participate?	You will receive an email within one week after your registration request has been received to let you know if you are confirmed to attend. Additional communication will be sent with information on how to login for SHiFT - all you will need is the email address you used to register.
If I have additional questions, who can I contact?	Please email us at <a href="mailto:shift@vsp.com">shift@vsp.com</a> with any additional questions you may have, and we will do our best to respond within 24 hours.

