

## Contact Information – Quick Reference



### Provider Network Development



#### For information about

#### Contact

- Ownership Changes
- Adding/Removing a provider
- Address changes
- Practice updates

#### Provider Network Development

Phone: 800.742.6907 Option 2

Fax: 916.858.5574

E-mail:

[providernetworkdevelopment@vsp.com](mailto:providernetworkdevelopment@vsp.com)

- Credentialing
- Adding a provider that has never been with VSP

#### Credentialing

E-mail: [credentialing@vsp.com](mailto:credentialing@vsp.com)

- Member benefits
- Authorizations
- Claim submission
- In-Office Finishing (IOF)

#### Customer Service

Phone: 800.615.1883

- Questions regarding claims that have been submitted and are being processed
- Billing & Claim Inquiries

#### Claim Services

Phone: 844.344.3591

- Eyefinity login credentials and help
- Eyefinity Practice Management (EPM)
- Eyefinity EHR
- OfficeMate/ExamWriter Program Support
- Eyefinity troubleshooting

#### Eyefinity Website Support

Phone: 877.448.0707

E-mail: [CustomerCare@eyefinity.com](mailto:CustomerCare@eyefinity.com)

- Eyewear
- Interest/Dispensing
- Pricing/Ordering

#### Marchon/Altair

Phone: 800.630.6680

E-mail: [onlinesupport@marchon.com](mailto:onlinesupport@marchon.com)

#### Premier Edge Support

E-mail: [premieredge@vsp.com](mailto:premieredge@vsp.com)

*For Lab inquiries or questions please reference the contract lab information listed in your Provider Reference Manual (PRM)*