



Premier Program Doctor-Remote Offer Frequently Asked Questions (FAQs)

THE PREMIER PROGRAM DOCTOR-REMOTE OFFER	
What benefits does the Premier Program Doctor-Remote Offer include?	The Premier Program Doctor-Remote Offer includes special vendor discounts, support, training, and other resources to facilitate implementation.
Who has access to this offer?	Practices participating in the VSP Vision™ Premier Program at the Platinum and Gold Levels.
Why would I be interested in this offer?	<p>You may be interested in this offer if:</p> <ul style="list-style-type: none"> Your practice is participating in the Premier Program at the Platinum or Gold levels You're an Eyefinity® Practice Management or AcuityLogic™ customer You're a doctor with practices in rural areas that may lack adequate doctor coverage for those locations You have multiple practice locations and are looking to better utilize doctor staffing to meet demand for appointments
Which vendors did VSP partner with for this offer?	ZEISS, DigitalOptometrics, and Topcon.
Which vendors integrate with Eyefinity Practice Management and AcuityLogic software?	All three vendors integrate with Eyefinity Practice Management and AcuityLogic for a streamlined patient experience and practice workflow.
My practice is participating in the Premier Program at the Platinum or Gold levels. How can I learn more about the offer or doctor-remote eye exams?	Visit the Premier Program Doctor-Remote Offer landing page on the Provider Hub to learn more. From the Provider Hub, you can access Premier Academy360™ trainings that have more valuable information specifically for Platinum and Gold level practices.
I'm interested in the offer and my practice is participating in the Premier Program at the Platinum/Gold level. How can I contact the vendors?	Visit the "Offer" subpage on the Premier Program Doctor-Remote Offer landing page on the Provider Hub. At the bottom of the page is an interest form you can fill out. On the form you can select which vendor(s) you're interested in working with (you can select more than one). Once you submit the form, the appropriate vendor(s) will reach out to you.
I'm interested in the offer, but my practice is not participating in the Premier Program at the Platinum or Gold levels. How can I learn more?	You can submit the interest form on the Provider Hub and work with a vendor, but you won't receive the offer benefits. If you would like to learn more about joining the Premier Program or how to reach Platinum or Gold status so you can receive the offer benefits, reach out to your Global Business Development Manager (GBDM) for a personalized Premier consult.
DOCTOR-REMOTE COMPREHENSIVE EYE EXAMS	

<p>What is a doctor-remote comprehensive eye exam?</p>	<p>A doctor-remote comprehensive eye exam, also known as a WellVision eExam™, is a form of telehealth based on a “doctor-remote, patient in office” model.</p> <p>In this model, the patient is in the practice while the doctor is in a separate remote location conducting the exam through the help of real-time, two-way communication technology and equipment. A technician helps the patient in the practice, further supporting the patient relationship with the practice.</p>
<p>How do doctor-remote eye exams benefit me and my practice?</p>	<p>For doctors/practices who choose to incorporate this model into their practice, benefits can include:</p> <ul style="list-style-type: none"> • Increased revenue from seeing more patients due to extended hours (offering weekend or evening appointments) and greater availability. • Work-life balance: Saves time in your day by working from home more often. • Creates access for those in remote areas: add a doctor who may not be able to physically come into the office (Can benefit practices that may lack adequate doctor coverage for locations in remote areas). • Vendor-supplied doctors and/or technicians: Helps fill coverage gaps and add capacity while managing added expenses. (With this approach, you don’t have to take on the expense of bringing on additional doctors or staff while expanding your capacity to see additional patients.) • Increase patient satisfaction and loyalty by giving patients more options on where, when, and how they want to be seen. • Improves efficiency of doctor staffing utilization for multi-location practices by allowing doctors to cover multiple locations without physically relocating.
<p>WELLVISION eEXAM™ CLAIMS REIMBURSEMENT PILOT</p>	
<p>If I take advantage of this offer, can I file claims for doctor-remote comprehensive eye exams (known as WellVision eExams™) in network?</p>	<p>As part of an expanded pilot, VSP is enabling interested Premier Program Practices to gain early access to perform and bill in-network for doctor-remote comprehensive eye exams, known as WellVision eExams™.</p> <p>This pilot gives early access to billing in-network in return for providing feedback and experiences with VSP. VSP is piloting doctor-remote eye exams using in-network benefits to better understand and support the doctor/patient experience.</p>
<p>Can I participate in the pilot if I already have the required equipment to perform doctor-remote eye exams but am not participating in the Premier Program?</p>	<p>Yes, all VSP network practices that already have the capability to offer doctor-remote comprehensive eye exams have access to enroll in the Vision Care Pilot to submit these claims in-network.</p>

<p>Do I have to partner with ZEISS, Topcon, or DigitalOptometrics to participate in the pilot?</p>	<p>No, there are no vendor requirements to be able to participate in the pilot. However, you must agree to adhere to VSP's pilot guidelines.</p>
<p>I'm a VSP network doctor who would like to participate in the pilot. How can I sign up?</p>	<p>VSP network doctors who wish to join the pilot will take the "Doctor-Remote Exam Reimbursement Consent Form" course on Premier Academy360 that communicates the guidelines and conditions of the pilot. Completion of the course and acceptance of the pilot acknowledgement form will denote consent to all terms. Doctors that do so will be automatically enrolled. Doctors that complete the course and do not accept the acknowledgement terms will not be enrolled in the pilot. If you don't have a Premier Academy360 LMS account set up, email Academy360@vsp.com to get set up with an account.</p>