

Gift Certificates Program Frequently Asked Questions



October 2023

VSP Vision™ Eyes of Hope® gift certificates (also called “vouchers”) provide no-cost access to eye care and prescription glasses for adults and children in need. Gift certificates are made possible through local VSP® network doctors who are reimbursed by VSP Vision Care.

Instructions for distributing and redeeming VSP Eyes of Hope gift certificates are printed on each certificate. Use this document to answer additional questions you may have or receive.

If you previously ordered VSP Sight for Students® gift certificates, please note that this is the same program with enhanced coverage.

Important Note: Due to this year’s sharply increased demand for equitable access to vision care across the U.S., as of October 2023, our program has exceeded capacity for the year. We are not currently accepting new partners and will only be fulfilling requests up to the remaining allocations for established partners.

Frequently Asked Questions

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General Questions

What's covered by a VSP Eyes of Hope gift certificate?

VSP Eyes of Hope gift certificates cover a comprehensive eye exam and glasses from a participating VSP network doctor. The certificates will also cover frames and lenses for individuals, especially seniors, who have coverage for an eye exam but not materials. For individuals 19 years and younger, the certificates will cover a portion of vision therapy when prescribed.

What types of VSP Eyes of Hope gift certificates do you offer?

Multiple types of VSP Eyes of Hope gift certificates are available to address barriers in access to vision care, and we work closely with our national network of partners to evaluate the best types for each to offer. Learn more at giftcertificates.vspeyesofhope.com.

How do the VSP Eyes of Hope gift certificates work?

VSP Vision works with charitable organizations to distribute VSP Eyes of Hope gift certificates to individuals who qualify. Recipients redeem their gift certificate at a VSP network doctor's office, which is reimbursed for the care provided.

Who is eligible for vision care under the program?

Visit giftcertificates.vspeyesofhope.com to learn about the types of VSP Eyes of Hope gift certificates available and criteria to qualify. Criteria are also printed on the back of each certificate.

If an individual has Medicaid or Medicare, are they eligible to use a certificate?

For individuals with routine eye exam coverage but no coverage for eyeglasses, the certificate can be used for eyewear (frames and lenses). Please make sure to ask the certificate recipient to inform the doctor's office of the type of insurance that covers the exam portion of the office visit.

Should I fill in the certificate prior to distributing it?

Yes. Please fill in the recipient's name, address, phone number, and date of birth, as the certificate should only be used by the person to whom it was distributed.

Does VSP require documentation of who received the certificates distributed by each charitable partner?

No. We trust that our partners will follow the program guidelines and provide the certificates to eligible individuals.

Is a Social Security Number required?

A Social Security Number (SSN) is not required to use a VSP Eyes of Hope gift certificate. The certificates have a pre-printed 'Patient ID' number on them that also serves as the 'Member ID' number, and there are instructions on the back of each certificate for the doctor's office.

How do I share an inspirational story about an individual who has benefitted from a certificate?

We love hearing how better vision has helped to improve the lives of individuals who received care! Please have the individual share their stories with us at eyesofhopestory.com.

Frequently Asked Questions from Charitable Partners

What's the criteria to become a VSP Eyes of Hope gift certificate partner and how do I apply?

Visit partners.vspeyesofhope.com for the latest criteria to become a partner and to apply.

I'm already a partner. How do I order more VSP Eyes of Hope gift certificates?

Visit partners.vspeyesofhope.com to submit your request.

How many gift certificates can my organization request in a year?

When you request VSP Eyes of Hope gift certificates at partners.vspeyesofhope.com, the form will indicate the number and type of gift certificates available for your organization.

I am having issues with the order/enrollment form or website. What should I do?

Some of the reasons you may be facing technical issues include, but are not limited to:

- The form may be incompatible with operating systems or web browsers more than a year old. Please ensure your operating system and web browser are up to date.
- Make sure you fill out every field according to the instructions. If you left any of the fields blank, entered characters not relevant to that type of field, or omitted critical characters for the field type, this may cause the form to reset. Examples:
 - Email address not in email format, missing the '@', missing '.com, .org, .edu, etc.)
 - Phone number not in standard 9-digit format
 - Missing State in address
- Clear the computer's temporary file cache. Operating systems (Windows, Mac OS) rely on temporary files that help the operating system function. Occasionally, these file caches can become corrupted, or get so large that they interfere with the performance of your computer.
- Clear your web browser's cache.
- Restart your computer. A simple restart refreshes all the system memory registers making them ready to start over again. If your computer is being restarted on a more consistent basis it will keep it running optimally over time.

Can I order VSP Eyes of Hope gift certificates via fax or phone?

No, certificates can only be ordered through the online form. Visit partners.vspeyesofhope.com to submit your request.

What is the timing to fulfill my request? OR How soon will I receive my certificates once I place an order?

VSP Eyes of Hope will review your request within five business days of receipt. Upon approval, your certificates will be mailed the following business day. Orders are shipped via the U.S. Postal Service (USPS), and shipping times vary based on their service levels.

Can my request be expedited?

No. At this time, we cannot accommodate expedited requests.

Can gift certificates be shipped to my home address?

No, certificates can only be shipped to the address of the organization that you work for or with.

I serve multiple schools, school districts and/or organizations and need more than the standard allocation of certificates. Can I receive more?

Due to current demand, we cannot provide an additional allocation for individual requestors.

I've distributed all my allocated certificates and still have individuals who qualify. What do I do?

Please direct eligible individuals who need eye care or eyewear to our national partner, [Prevent Blindness](https://www.preventblindness.org). Prevent Blindness will make sure the recipient meets all of the qualifications and provide them a gift certificate.

The certificates I ordered have not arrived. What do I do?

If the certificates that you requested have not arrived within four weeks after your order was submitted, please resubmit your request and email giftcertificates@vsp.com to inform us that the order you placed did not arrive.

We commonly receive packages returned as undeliverable due to an incorrect shipping address or because the recipient did not recognize the sender. Please carefully check the shipping address you provide when filling out the online form and notify the office/individual who processes your mail that you will be receiving a package from VSP Vision.

When we review your re-submitted order, we will check for returned packages, and if it was returned re-send it with the mailing address from your re-submitted order. If it was not returned, we cross-check to ensure none of the certificates from the original order were activated before sending a new order.

Do certificates expire?

Yes. Check the expiration date printed on the certificate before distributing to ensure the recipient has sufficient time to make an appointment and see their doctor before the expiration date.

Can an expired certificate still be used?

No. VSP network doctors can't accept expired certificates, and we're unable to extend the expiration date.

The certificates I ordered have expired. How do I order more?

Visit partners.vspeyesofhope.com to order new gift certificates.

The certificate I provided was not redeemed before it expired. May I issue a new one?

Yes, please issue a new certificate and ask the recipient to destroy the expired certificate. We recommend assisting the recipient in making an appointment so that they receive the care they need.

What security measures are built into the VSP Eyes of Hope gift certificates?

Certificates are printed on special paper with security measures. Each certificate is uniquely numbered, starting with "GC," for use during the claims process and must be used by the expiration date printed on the gift certificate. We also recommend you store your supplies in a secure location.

Can I photocopy certificates when supplies are low?

No, each certificate is assigned a unique number and can only be used once. Certificates are printed on special paper with security measures.

Can more than one individual use the same certificate?

No. Each individual will need to present their own certificate to the doctor's office on the day of their appointment.

How do I assist a gift certificate recipient who may not have received the appropriate care or benefits?

Call VSP Vision Care Customer Service at 800-877-7195 and let them know that the recipient used a VSP Eyes of Hope or VSP Disaster Relief gift certificate to receive care.

What support is available for gift certificate recipients who speak other languages?

Recipients can call VSP Vision Customer Service at 800-877-7195, which is listed on each VSP Eyes of Hope certificate, for translation assistance. Cover letters for parents or guardians of gift certificates recipients up to 19 years of age are available in Simplified and Traditional Chinese, Spanish, Tagalog, and Vietnamese upon request.

Can I receive reports on the gift certificates redeemed by the individuals I gave them to?

Reporting on gift certificates utilization is not currently available to share. If this becomes available in the future, we'll let our partners know.

Program Coverage Questions

What does a VSP Eyes of Hope gift certificate cover?

Each certificate covers an eye exam and, if prescribed, eyeglasses (frames and lenses) from a participating VSP network doctor. For individuals under 20 years of age, who require vision therapy, the program covers a diagnostic exam and, if prescribed, an allowance towards therapy treatments.

What frames are covered by a VSP Eyes of Hope gift certificate?

Recipients can choose a frame from any [Marchon Eyewear](#) and [Altair Eyewear](#) brand up to a \$150 retail frame allowance. Choosing a different frame brand will void the certificate, and the patient will be responsible for the full cost of the exam and eyewear.

Can recipients pay for frame upgrades?

The program is intended to cover an eye exam and a pair of prescription glasses in full, and we communicate that to the doctor's office. If a certificate recipient chooses a frame that costs more than the covered \$150 frame allowance, they are responsible for covering the amount over \$150, which will reflect a 20% discount on the overage.

What type of lenses does the program cover?

The certificate covers Single Vision, Lined Bifocal, or Lined Trifocal lenses in plastic for adults. For individuals under 19 years of age, and those with monocular vision (vision in only one eye), the program covers polycarbonate lenses.

Does the program cover progressive lenses?

No. Progressive lens are not currently covered by the program. Requesting progressive lenses will void the certificate, and the patient will be responsible for the full cost of the exam and eyewear.

Does the program cover lens enhancements?

For individuals up to 19 years of age, the program covers scratch-resistant coating, UV protection, and specific dyes, if prescribed as medically necessary. Requesting other lens enhancements will void the certificate, and the patient will be responsible for the full cost of the exam and eyewear.

For individuals more than 19 years of age, lens enhancements are not covered. Requesting them will void the certificate, and the patient will be responsible for the full cost of the exam and eyewear.

Can recipients pay for lens upgrades and/or enhancements?

VSP Eyes of Hope Disaster Relief gift certificates distributed through the American Red Cross or other disaster response partners when needed allow patients to pay for some upgrades or enhancements. This enables patients affected by a disaster to choose to pay out of pocket to replicate the eyewear that was lost or damaged. Upgrades on lenses and/or lens enhancements for other VSP Eyes of Hope gift certificate types based on financial need are not permitted. Requesting upgrades or enhancements will void the certificate, and the patient will be responsible for the full cost of the exam and eyewear.

Does the program cover contact lenses?

No. Certificates do not cover contact lenses unless they are prescribed as medically necessary.

What is covered for individuals needing Vision Therapy?

The program covers an allowance for Vision Therapy up to \$750, payable at 100% of the allowed amount.

- The initial evaluation is Covered in full.
- Treatment sessions are covered in full, up to a cap of \$750.
- The number of sessions approved is determined by the diagnosis code provided by the doctor when submitting the verification form. If the doctor requests more sessions than the diagnosis code's maximum, only the maximum number allowed for that diagnosis code will be authorized.
- The patient does not have to pay the standard 25% patient fee.

Does the program cover replacements for lost or broken eyewear?

No. Only one pair of prescription glasses are covered each year.

Find A Doctor Questions**How do I find a VSP network doctor who accepts the VSP Eyes of Hope gift certificates?**

Call 800-877-7195 or visit eyedoctor.vspeyesofhope.com to find a participating VSP network doctor that carries brands like Marchon NYC® and Lenton & Rusby®. You can also visit eyedoctor-kids.vspeyesofhope.com for children or eyedoctor-adults.vspeyesofhope.com for adults to access a wider selection of VSP network doctors.

Can Eyes of Hope gift certificates be redeemed at Visionworks?

Yes, VSP Eyes of Hope gift certificates can be redeemed at Visionworks locations. Visionworks locations are not included in the above custom search links, but you can find a Visionworks location at <https://locations.visionworks.com>.

Can the certificate be used at one doctor's office for the eye exam and another for the eyewear?

No. The eye exam and eyewear selection must be completed at the same location and all services must be submitted by the doctor's office on the same claim.

Note: Some offices operate on a two-door system, where the exam services operate independently of the eyewear sales. Certificates cannot be used at these practices.

What do I do if a doctor will not accept the VSP Eyes of Hope gift certificates?

Please email giftcertificates@vsp.com for assistance and a member of VSP will contact the office with information about the VSP Eyes of Hope gift certificates. In the meantime, please assist your student and/or their parent/guardian in finding another provider, so that they receive care as soon as possible.

What do I do if the doctor's office does not offer any frames that are covered in full or tells the recipient that their prescription cannot be covered in full?

Each certificate is intended to cover an eye exam and a pair of prescription glasses in full. Please call VSP Vision Care Customer Service at 800-877-7195 for assistance.

What do I do if the doctor's office is charging for the eye exam or eye care services?

Please advise the recipient to email giftcertificates@vsp.com for assistance before anything is paid.

Frequently Asked Questions from Gift Certificates Recipients

How do I find a VSP network doctor who will accept my gift certificate?

Call VSP Vision Customer Service at 800-877-7195 or visit eyedoctor.vspeyesofhope.com to find a VSP network doctor whose office carries brands like Marchon NYC® and Lenton & Rusby®. To access a wider selection of VSP network doctors, you may also visit eyedoctor-kids.vspeyesofhope.com for children or eyedoctor-adults.vspeyesofhope.com for adults.

What is the 'Member Number' that is requested when calling VSP Customer Care?

When you call 800-877-7195, the automated system may ask you to enter the Member's ID number. Enter the 'Patient ID' number that is printed on the top section of the certificate.

I received a gift certificate and need assistance in another language. Who can I contact?

Call VSP Vision Customer Service at 800-877-7195 for assistance.

Can I use the gift certificate at one doctor's office for the eye exam and another location for the eyewear?

No, you must receive your eye exam and eyewear from the same location.

What do I do if the doctor's office where I received my exam does not offer any frames that are covered in full or tells me that my prescription cannot be covered in full?

Each VSP Eyes of Hope gift certificate is intended to cover an eye exam and a pair of prescription glasses in full. Please call VSP Vision Customer Service at 800-877-7195 for assistance.

What do I do if the doctor's office where I made my appointment will not accept my gift certificate?

Call VSP Vision Customer Service at 800-877-7195 for assistance.

What do I do if the doctor's office charges me for the eye exam or eye care services?

Call VSP Vision Customer Service at 800-877-7195 for assistance.

What do I do if my gift certificate has expired?

Please contact the organization where you received the VSP Eyes of Hope gift certificate to request a new one. VSP network doctors can't accept an expired certificate, and we're unable to extend the expiration date.

Who can I call for help, if needed?

Call VSP Vision Care Customer Service at 800-877-7195, which is listed on each gift certificate.