



VSP Vision Eyes of Hope Gift Certificates Program

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

Frequently Asked Questions from Charitable Partners

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.

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 certificate at a local VSP network doctor's practice, which is reimbursed for the care provided.

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.

What happened to the VSP Sight for Students gift certificates?

VSP Sight for Students coverage has been incorporated into VSP Eyes of Hope gift certificates. Sight for Student gift certificates are no longer being distributed as of April 1, 2022; however, patients may have valid gift certificates distributed prior to that date through March 2023.

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.

How soon will I receive gift certificates once my request is approved?

Requests for VSP Eyes of Hope gift certificates are reviewed within three business days. Upon approval, your certificates will be mailed the following business day. Most orders are shipped via USPS and shipping times vary depending on their service levels.

What are the criteria for an individual to receive a gift certificate?

Visit [giftcertificates.vspeyesofhope.com](https://www.vsp.org/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.

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

Call VSP Vision 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 certificate recipients up to 19 years of age are available in Simplified and Traditional Chinese, Spanish, Tagalog, and Vietnamese upon request.

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](https://www.vsp.org/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](https://www.vsp.org/eyedoctor-kids.vspeyesofhope.com) for children or [eyedoctor-adults.vspeyesofhope.com](https://www.vsp.org/eyedoctor-adults.vspeyesofhope.com) for adults.

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.

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