

FAQ for Groups 2+ Employees



To help answer the Dental + Vision bundle question we have collected some of the most commonly asked questions.

Q. What group sizes are eligible for DeltaVision® plans?

A. DeltaVision® plans are available for groups with 2 or more employees

Q. Who administers vision claims and benefit related to vision service?

A. VSP® Vision Care

Q. Who administers vision enrollment/eligibility and billing?

A. Delta Dental of Washington

Q. Can vision be purchased or renewed without dental?

A. No

Q. Who do brokers or employer groups contact about eligibility and billing?

A. Delta Dental of Washington
customer service 800.554.1907

Q. Who should subscribers call with questions when using their vision benefits?

A. VSP customer service 800.877.7195

Q. When are the eligibility files sent to VSP?

A. Every Monday

Q. How long could it take to show eligibility at VSP?

A. Up to 10 days (file sent every 7 days plus 1-2 days for VSP to process)

Q. Can VSP add members between files?

A. Yes. DDWA has access to VSP Resource Center.
Note: be sure the member is in the next file, or they will be deactivated.

Q. Who should a doctor contact if a patient eligibility is not found?

A. VSP customer service 800.877.7195

Q. What is the best way for a member to obtain an ID card, or request a replacement?

A. A Member's MySmile dashboard or call DDWA customer service at 800.554.1907, or a group can obtain an ID card on [vsp.com](https://www.vsp.com)

Q. How does a provider verify vision coverage?

A. Vision providers can look up member eligibility and benefits by name and DOB or member ID. No VSP ID cards are required.

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