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.

As a National Association of School Nurses (NASN) member, you’re eligible to request and distribute VSP Eyes of Hope gift certificates to students who qualify. If you previously ordered VSP Sight for Students® gift certificates, please note that this is the same program with enhanced coverage.

**Important Note:** With the increased need for equitable access to eye care and eyewear across the U.S., there’s been a corresponding increase in the demand for certificates. NASN members can order up to 10 gift certificates at a time and a maximum of 30 per year; however, you may receive a smaller number of certificates than requested, based on current demand, and additional quantities are not available at this time. We appreciate the care you’re providing to your students.

**Frequently Asked Questions**

General Questions.................................................................................................................................................. 1
Partner Questions.................................................................................................................................................. 2
Program Coverage Questions............................................................................................................................ 5
Find A Doctor Questions........................................................................................................................................ 6
Recipient Questions.............................................................................................................................................. 7

**General Questions**

**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?**

To use a VSP Eyes of Hope gift certificate, the patient must:

- have a family income up to 200% of the Federal Poverty Level guidelines;
- have no coverage through a private insurer or government program for services to be redeemed through the gift certificate;
- not have used a VSP program for vision care within the last 12 months.

Can individuals over 18 use a certificate?
Yes, VSP Eyes of Hope gift certificates can now be used for both children and adults.

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 or school nurse?
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.

May I give a certificate to a student’s parent/guardian who also qualifies?
Yes, but please use your best discretion when providing certificates to parents or guardians to ensure you have sufficient on hand for students that need them. You can also direct eligible individuals who need vision care to our national partner, Prevent Blindness.

How do I share an inspirational story about a student 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 your students share their stories with us at eyesofhopestory.com.

Partner Questions

How do I order VSP Eyes of Hope gift certificates?
Visit nasn.org/vsp for information on the program and to place an order. You must be logged in and your NASN membership status must be current to view and complete the enrollment form.

If you do NOT see the enrollment form:
- Check your membership status on the home page personalized dashboard. ("Current" has access; "lapsed" or "none" do not.)
- Be sure you are logged in if you are current.
- Allow 24 hours after paying the NASN membership fee for a new or reinstated membership.

Contact NASN if you need additional support.
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 nasn.org/vsp for information on the program and to order VSP Eyes of Hope gift certificates.

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 multiple school locations that I support?

No, certificates can only be shipped to a school or educational organization that you work for or with.

Can gift certificates be shipped to my home address?

No, certificates can only be shipped to a school or educational organization that you work for or with.

I serve multiple schools and/or school districts 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 students who qualify. What do I do?
Please direct eligible individuals who need eye care or eyewear to our national partner, Prevent Blindness, who can provide them with a VSP Eyes of Hope gift certificate or explore other options for the student to receive the care they need.

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. VSP Eyes of Hope gift certificates issued to NASN members are valid for 12 months from the date of issue. 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 nasn.org/vsp 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 one. 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.

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.

The Sight for Students gift certificates we formerly received required patients to choose an Otis & Piper™ frame. Is that still required?
No. Patients are no longer required to select a frame from the Otis & Piper collection.

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?**
No. Upgrades on lenses and/or lens enhancements 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.

**What is covered for individuals needing Vision Therapy?**
The program covers an allowance for Vision Therapy that includes an initial sensorimotor evaluation and up to $750 in treatment sessions.
- 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 contact lenses?**
No. Certificates do not cover contact lenses unless they are prescribed as medically necessary.

**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](http://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](http://eyedoctor-kids.vspeyesofhope.com) for children or [eyedoctor-adults.vspeyesofhope.com](http://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](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.

Recipient Questions

Who can the recipient call for help, if needed?
Call VSP Vision Care Customer Service at 800-877-7195, which is listed on each gift certificate.

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.

What support is available for recipients who speak other languages? Are certificates available in languages other than English?
While certificates are only available in English, recipients can call VSP Vision Care Customer Service at 800-877-7195 for translation assistance. In addition, informational letters in English, Spanish, Tagalog, Vietnamese, and Chinese (Traditional and Simplified) that can be shared with parents, guardians, and/or case workers, explaining how gift certificates are used, are available for download at nasn.org/vsp.

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 gift certificate to receive care.