

VSP[®] Vision Care

Premier Performance Standards

With VSP, you and your employees will enjoy a hassle-free benefit. We guarantee unmatched service and the highest quality eye care benefits. We don't just talk about great service; the proof is in our performance standard measures.



Claims Processing	Standards
Claims financial accuracy	99%
Claims processing accuracy	99%
All provider claims processed within five business days	95%
All member claims processed within five business days	95%
All claims processed within fifteen business days	99%
Call Center Management	
Abandoned call rate	Less than or equal to 3%
Average speed of answer	Less than or equal to 25 seconds
Average call blockage rate	Less than or equal to 2%
Call resolution (same day response)	98%
Complaint acknowledgement within five business days	96%
Complaint resolution within 30 calendar days	99%
Average response to e-mail inquiries within two business days	100%
Satisfaction	
Patient satisfaction (satisfied w/level of coverage)	
Overall satisfaction with VSP	96%
Overall experience with VSP doctor	96%
VSP doctor retention rate (based on voluntary turnover)	98%
Account Administration	
Electronic eligibility online within 24 hours ¹	98%
Online reports on vsp.com by 25 th of month	100%
Web portal availability	99%
Account team report card	3.5 score (of 5.0 scale)
New client implementation	Satisfaction guaranteed

**VSP offers the best performance standards in the industry.
Satisfaction guaranteed.**

1. For maintenance files