

# VSP® Practice Report

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## Overview

The VSP Practice Report provides personalized insights based on VSP claims, helping practices make informed decisions, identify revenue opportunities, and enhance their relationship with VSP.

## General Information

<p>What data is included in the Practice Report?</p>	<p>The report features VSP practice data from the last 12 months (LTM), along with three-year trends and comparisons to state averages.</p>
<p>What's new in the report?</p>	<p><b>Q1 2026 Updates:</b></p> <ul style="list-style-type: none"> <li>• <b>Value Programs page:</b> Values have been temporarily removed while the page is redesigned to support additional insights planned for future releases. In addition, program websites and brief descriptions were added to provide easier access and context for each value program.</li> <li>• <b>Frames Reporting Enhancement:</b> Added state average % for frame claims below allowance.</li> <li>• <b>Clarifying Footnotes:</b> Added to the Patient Conditions and Claims and Payments pages to provide additional context on how data is displayed and totaled.</li> <li>• <b>Frame Brand Insights:</b> Refreshed the mix of top-performing Marchon and Altair brands to help practices align frame selections with their patient demographics.</li> <li>• <b>Contact Us page:</b> Updated program branding and contact details, including replacing the PECAA logo with PECAA Max and adding VSP Premier Edge™ logo and contact information.</li> </ul> <p><b>Q4 2025 Updates:</b></p> <ul style="list-style-type: none"> <li>• <b>Materials Capture Rate:</b> Tracks the percentage of VSP patients who purchased eyewear materials (contacts, prescription glasses, or frames only) from their optometrist after an eye exam. This metric helps identify conversion opportunities and benchmark performance against peers.</li> <li>• <b>Lens Data Enhancements:</b> Expanded the data set for computer/office lenses, J &amp; K progressive lens types, single vision digital and general types, and CR-39—offering deeper insight into purchasing patterns and product preferences.</li> </ul> <p><b>Q3 2025 Updates:</b></p> <ul style="list-style-type: none"> <li>• <b>Frame Reimbursement Details:</b> Added reporting on frame claims submitted below allowance and the average dollar amount under allowance to support dispensary management.</li> <li>• <b>Coordination of Benefits (COB):</b> Added COB claim counts and dollar amount for more complete claims and reimbursement tracking.</li> <li>• <b>Lens Data Enhancements:</b> Added data on computer/office lenses, split previously combined J &amp; K progressive lens types, split single vision into digital and general types, and included CR-39 lens data.</li> </ul>
<p>Why don't the amounts match a practice's Explanation of Payment or Federal 1099 form?</p>	<ul style="list-style-type: none"> <li>• Financial adjustments are included in the Explanation of Payment and 1099 form but not in the Practice Report.</li> <li>• The Practice Report is not designed for tax purposes. 1099 forms should be used for tax reporting.</li> </ul>

## Accessing the Report

As a VSP employee, how do I access a Practice Report?	Practice Reports can be accessed via Salesforce.
How does a doctor/owner access the Practice Report?	Providers can log in to <a href="https://vsppracticereport.com">vsppracticereport.com</a> using their Eyefinity® Practice Administrator accounts.
What if a doctor/owner doesn't have an Eyefinity Practice Administrator ID?	They should contact Eyefinity at 877.448.0707 to set up an account.
Are there reasons why a practice wouldn't receive a report?	Yes, possible reasons include: <ul style="list-style-type: none"> <li>• The practice is no longer active with VSP, not in good standing, or has zero claims in the LTM reporting period.</li> <li>• Only one report is generated per Practice Tax ID (not per doctor or office location).</li> <li>• The Practice Tax ID has changed, which may impact report generation.</li> <li>• The practice is not an M-Type provider.</li> </ul>

## About the Data

Can the patient demographics table sum to more or less than 100% (Pg. 2)?	Yes, rounding can lead to totals slightly lower or higher than 100%.
Why doesn't my WellVision Exam total match the total shown on my Patient Conditions page (Pg 5)?	The WellVision Exam® total shown on Page 5 (Patient Conditions) includes in network claims submitted through Eyefinity and paper claims only. Claims submitted via clearinghouses are not currently reflected, which may result in underrepresentation on this page. This does not impact total WellVision Exam claim counts shown elsewhere in the VSP Practice Report.
Why is my COB claim count so low? Were claims paid incorrectly?	<ul style="list-style-type: none"> <li>• There was a known reporting issue that caused some COB counts to be under-represented on the Q4 Practice Report.</li> <li>• Claims were paid correctly, and the issue has been fixed. You'll see accurate COB counts starting with the Q1 report.</li> </ul>
Can a practice's independently tracked per patient revenue be different than what's displayed on Page 2 of the report?	Yes. The Practice Report only includes VSP claims data. Other factors that may contribute to differences include: <ul style="list-style-type: none"> <li>• Practices effectively administering coordination of benefits (COB), separate Medical claims, and/ or private-pay transactions may have additional amounts not reflected on the Practice Report.</li> <li>• A WellVision Exam may include Medicare and Medicaid VSP claims.</li> </ul>
Are WellVision Exams (Pg. 5) an exact match to the Vision Exam Rebate (VER) offered to PECAA Max practices?	No, only commercial plan claims qualify for the VER. WellVision Exams may include non-commercial claims (e.g. Medicare and Medicaid).  You can use <a href="#">this report</a> to see qualifying commercial exams for the VER.
Is the data for the time period based on the patient visit, claim submission date, or date the claim was paid?	Paid claim date.

Will patient health condition payments automatically be applied (Pg. 5)?	No. For patients with diabetes or diabetic retinopathy receiving a WellVision Exam under specific plans (VSP Signature Plan®, VSP Choice Plan®, VSP Advantage Plan™), practices must include the appropriate CPT Category II code via the checkbox in eClaim or diagnosis code. Only one condition payment will be made per patient. Find out more, including how you'll receive the patient condition payment at <a href="http://bit.ly/advconpymt">bit.ly/advconpymt</a> : <a href="http://bit.ly/advconpymt">bit.ly/advconpymt</a> (Eyefinity login required).
How are the materials capture rate and frame capture rate calculated?	<ul style="list-style-type: none"> <li>Materials Capture Rate = Number of patients who purchased eyewear (contact lenses, prescription glasses, or frames only) after an eye exam divided by the number of patients who completed an eye exam during the reporting period.</li> <li>Frame Capture Rate = Number of patients who purchased frames divided by the number of patients who completed an eye exam during the reporting period.</li> </ul>
Why doesn't the total on the Claims and Payments page (Pg 4) add up?	Tables display the most frequently used plans only. Totals shown reflect all plans, including those not listed in the tables.
What if there are concerns about the accuracy of the data in the report?	Please create an <a href="#">STS ticket</a> for internal research.

## Opportunities

What value opportunities are highlighted in the Practice Report?	<p>The Practice Report provides actionable insights for provider-facing consultations. Refer to the “Introduction to the VSP Practice Report” Sales training for additional guidance. Key opportunities include:</p> <ol style="list-style-type: none"> <li><b>Update Your VSP Find a Doctor Directory Listing:</b> Add online appointment scheduling to help attract more patients (Pg 2).</li> <li><b>Review Claims and Patients Frame Allowance Usage:</b> Understand claims activity and frame allowance balances. For more details, consider the VSP training course <i>Calculating Frame Coverage, Patient Costs, &amp; Practice Revenue</i> (Pg 8).</li> <li><b>Coordinate Benefits with Your Team:</b> Encourage collaboration on benefits coordination to help boost revenue per patient. Explore local VSP COB training workshops OR the eLearning course, <i>Coordination of Benefits (COB): A Deeper Dive</i> (Pg 4).</li> <li><b>Document Patient Conditions Accurately:</b> Accurately record patient conditions, especially diabetes, and include the appropriate CPT Category II code to qualify for the \$5 patient condition payment (Pg. 5).</li> <li><b>Monitor Your Frame Capture Rate:</b> Track performance and consider the training, <i>Improving Capture Rate</i>, to help enhance revenue and patient satisfaction (Pg 8).</li> <li><b>Monitor Your Materials Capture Rate:</b> Review dispensing percentages to identify conversion opportunities (Pg 6).</li> <li><b>Save More with Unity® Rewards:</b> Customize lens recommendations and earn points through the Unity Rewards program (Pg 3, 6, 7).</li> </ol>
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## Additional Questions

How can I obtain a copy of a prior report?	Managers must submit a request using the <a href="#">STS form</a> . Please note that prior Practice Reports are only provided to the current practice owner; reports published under a previous owner are not available.
How can a provider obtain a copy of a prior report?	Visit <a href="http://vsppracticereport.com">vsppracticereport.com</a> , select “Contact Us” and complete an online form. A response will be provided within 3 business days.

**Additional Questions?** Submit an [STS form](#) or reach out to [Cindy Martin](#).