

# FAQ for Small Groups 2-99



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 2-99 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 and members 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 an eye doctor check coverage?**

A. Eye doctor looks up member by name and DOB or full Member ID

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