

How can a client add vision at renewal?

To add vision coverage at renewal please have your client call Wyssta at 844-764-5345. The vision policy will be assigned to you as the agent of record. Also, if your client wants to change their dental plan for any reason, they can do that too, all at the same phone number. Alternatively, you can Fax/Mail a completed paper app to Wyssta at the address on the app. To download paper app click [here](#)

What if my renewing dental client would like more information about DeltaVision?

If your client wants to learn more about DeltaVision send them to our learn more site at [Learn More](#).

Promotion 1: Add Vision at renewal

Earn a \$10 Amazon card with each DeltaVision plan added at the dental renewal. Effective Dates April 1 – September 1. No Opt-in required.

Promotion 2: DeltaVision Bundle Promotion

Earn a \$25 Amazon gift card with each DeltaVision sale. Effective Dates Apr 1, May 1, Jun 1, 2023. Opt-in required.

[See Rules](#)

Does the exam cover contact lens fitting?

No. The contact lens fitting and evaluation are separate from the annual eye examination. On the Essential Plan contact lens fitting and evaluation has an additional copay of up to \$40, based on the VSP Doctor's fee. There are no copays on the Brilliance Plan.

Why the reduced frame allowance with Costco and Walmart?

Costco and Walmart use wholesale pricing. The wholesale allowances are equivalent to the retail allowances.

How soon after enrollment can the member create an account at VSP.com?

It takes 2-10 days depending on the day of the week they enroll. Wyssta sends new enrollment file to VSP every Friday. It takes VSP 1-2 days to process.

How soon after enrollment can the member create an account at DeltaDentalCoversMe.com? Often their password login doesn't work on the same day of enrollment.

A new dental member account takes coordination between Wyssta and Delta Dental Plans Association. It takes 1-2 days after enrollment for the new account to be activated. For your DeltaVision clients have them create a separate account at VSP.com to access their vision ID Card, Benefits/Claims, Find an Eye Doctor etc.

Will VSP coordinate benefits if somebody has another vision policy with a different carrier?

Yes. Coordination to benefit rules apply, we advise the member to call VSP customer service line (800-877-7195) and they'll itemize what's most advantageous in terms of what's primary versus secondary. If the member is enrolled in a lesser plan, they would want to use the DeltaVision plan as primary. VSP will guide the member to the best savings for both plans.

Does the vision enrollment need to mirror the dental? For example, a couple on a dental plan, must they both be on the vision plan?

Yes. The vision household enrollment must match the dental household enrollment. And they must have the same effective date.

What information does the client receive after we enroll them in a dental and vision package?

VSP does not send any information directly to the client following enrollment. Wyssta sends the following communication by email or USPS depending on preferences.

Welcome Email:

Thank you for purchasing vision coverage through Delta Dental! We have received and processed your application. As a reminder, please allow 7-10 business days for VSP to receive and complete the setup of your vision benefits. Vision benefit information may be viewed on VSP.com or by calling 800-877-7195 after setup is complete.

Your coverage begins on {XX/XX/XXXX}.

If you have any questions, please call us at (888) 899-3734. We look forward to continuing to serve you.

Welcome Letter:

Welcome to Delta Dental

Thank you for enrolling in the Delta Dental DeltaVision® Plan.

As a reminder, please allow 7-10 business days for VSP to receive and complete the set-up of your vision benefits. A separate ID card will be mailed to you for your vision benefits from VSP. Vision benefit information may be viewed on VSP.com or by calling 800-877-7195. [DeltaVision Declarations are included

If client had a stand-alone VSP plan but then adds VSP to DDWA at renewal, how do benefits work going forward with VSP?

These are considered separate benefits. Because Wyssta creates a separate member ID, there would be no overlap of coverage and the benefits would remain separate, past service should not affect the other. The two benefits may be used separately or coordinated.

I missed the Mar 14 I&F DeltaVision webinar with VSP, is there a recording?

Below is the link to the recording. Feel free to forward this to anyone who missed or would like to watch.

Click here: [I&F DeltaVision Webinar with VSP](#)

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