

# We treat your eyes amazingly well.

## Eyecare: Cost-effective Preventive Care

Vision care is a low-cost benefit people appreciate; and with 75% of Americans requiring vision correction, it's a benefit people need.

During a WellVision Exam® a VSP® Vision Care doctor can catch early warning signs of serious health conditions like diabetes, high cholesterol, and hypertension. Your eyes are the only place on your body that can provide a clear view of your blood vessels. This can tell a lot about your overall health and allow for early symptoms to be treated before costly complications arise.

## The VSP Network Difference

VSP optometrists and ophthalmologists are also small-business owners, which means they have a vested interest in keeping their patients happy and satisfied. It also means your members get doctors focused on patient care, not sales quotas.

Members notice the difference too, that's why 95% of VSP members visit a VSP doctor.

## VSP Eye Health Management Program®

The VSP Eye Health Management Program is all about healthier members and ultimately a healthier bottom line for your organization.

## Exceptional Care

VSP doctors average 21 years in practice, and with 99% network retention, their patients can count on them. All VSP doctors also use Evidence-Based Eyecare®, which includes best-practice medical guidelines, comprehensive eye exam standards, and coordination of care with the patient's primary care physician.

## Member Awareness

From vsp.com and our newsletters, to the materials members receive in the doctor's office, we strive to provide easy-to-understand benefit and eye health information.

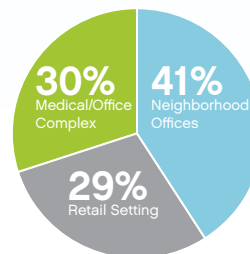
## Partnership and Data Sharing

The VSP Medical Data Collection Tool allows us to share exam and medical data with your health plan and wellness or disease management vendor. We also use data to automatically send exam reminders to VSP members identified as having diabetes.

● **Just 21% of adults receive an annual preventive health exam, while 61% of Americans with coverage receive annual eye exams.**

Source: Centers of Disease Control and Prevention (CDC)

## Convenient Locations



40,000 access points nationwide

2.4 miles average distance to 1 doctor

6 miles average distance to 5 doctors

235 chains participate on the VSP network, with more than 950 locations\*

## Numbers You Can Count On

**100%** of VSP doctors are credentialed to NCQA standards.

**100%** of VSP doctors are TPA, DPA, or ABO certified.

**100%** of VSP doctors offer one-stop shopping with eyecare and eyewear at all locations.

**88%** of VSP doctors have extended hours—morning, evening, and/or weekends.

\*Jobson Optical research defines chains as four or more locations.

● **A study conducted by Human Capital Management Services found that for every \$1 invested in VSP exam services, clients save 94¢ in medical, lost-time, and human capital costs because of early detection through a VSP WellVision Exam.**

## Total Patient Conditions Identified Through the VSP Medical Data Collection Tool\*

Patients with...	Patient Count
At least one condition	1,278,309
Age-related Macular Degeneration	44,552
Corneal Arcus	93,879
Diabetes	485,158
Diabetic Retinopathy	44,355
Glaucoma	158,873
Hypertension	653,279

\*May 2005 – August 2009

## VSP GetFIT Program<sup>SM</sup>

The VSP GetFIT Program includes everything you need to bring wellness to work.

Customize this free wellness program to your organization's needs. Materials are available in English and Spanish for both VSP members and non-members on the Eyecare Discovery Center<sup>®</sup> at vsp.com, and there are tools to help administer the program on the Clients & Benefit Managers Resource Center.

## End-to-End Product Solutions

We have a plan to meet each client's unique eyecare and budget needs. Plus all of our plans include our complimentary Eye Health Management Program and the VSP GetFIT Program. That means for less than 3% of your total benefit package, your members have access to complete eyecare and wellness solutions from VSP.

## Delivering the Benefit

We take the hassle out of administration. VSP and our doctors handle benefit authorizations, so you and your members don't have to. And with vsp.com, you and your members will have everything you need to manage your VSP benefit.

## Exceptional Satisfaction

Your employees will be satisfied or we'll make it right. It's that simple. We take satisfaction seriously. Just check out our scores from a recent survey.

## Working Hard to Be the Best

Synovate, one of the largest global market research firms specializing in brand comparative studies, recently conducted an independent national vision plan study. Members from four national vision plans ranked VSP the highest in nearly every category, including "Highest in Overall Member Satisfaction."

VSP members were also more likely to re-enroll in their vision plan compared to members of other vision plans. VSP also ranked the highest in each of the 10 most important qualities of a vision plan, and was the only vision plan to rate above the industry average in each category.

## World-class Service and Recognized Leadership

VSP's 250 sales representatives and account managers are ready to provide you unmatched, one-on-one support. And your employees will receive world-class service from our six-time award-winning customer service call center.

Source: Survey was commissioned by VSP and conducted online in Q1 2008. Respondents were members of a national vision plan that provides fully insured benefits to at least five million members. Survey results were balanced to ensure an equal number of members with equivalent plan types and benefit frequencies.



Full-service Plans			Exam + Discount Plans		
VSP Signature <sup>SM</sup>	VSP Choice <sup>SM</sup>	VSP Advantage <sup>SM</sup>	VSP Exam Plus w/ Allowances	VSP Exam Plus <sup>SM</sup>	
Specialty Products—Plan Enhancements					
ProTec Safety <sup>SM</sup>	Laser VisionCare <sup>SM</sup> Program	Computer VisionCare Plan	Diabetic Eyecare Program <sup>SM</sup>	Primary EyeCare Plan <sup>SM</sup>	Canadian Supplemental Plan

vsp.com

Clients & Benefit Managers Resource Center	Member Site	Eyecare Discovery Center <sup>®</sup>
<ul style="list-style-type: none"> <li>• Manage membership</li> <li>• Send secure e-mail</li> <li>• Download member materials</li> <li>• Download reports</li> </ul>	<ul style="list-style-type: none"> <li>• View your benefits</li> <li>• Check eligibility</li> <li>• Find a VSP doctor</li> <li>• View VSP Savings Statement</li> </ul>	<ul style="list-style-type: none"> <li>• Diabetes Discovery Center</li> <li>• VSP GetFIT Program</li> <li>• Eye health information and videos</li> <li>• Games and educational materials</li> </ul>

### Satisfaction with VSP Doctor

	Excellent and Very Good	Excellent, Very Good, and Good
Convenience of office hours	79%	96%
Convenience of location	83%	97%
Quality of eyewear	80%	95%
Satisfaction with prescription	82%	95%
Thoroughness of exam	88%	98%

Source: VSP 2008 Patient Satisfaction Study

### Highest in Overall Member Satisfaction

VSP	113	+14
Spectera	99	
EyeMed	99	
Davis	90	

### Best Selection of Eyecare Doctors

VSP	118	+14
Spectera	104	
EyeMed	86	
Davis	92	



SQM World Class Call Center



Best's Rating of "A" = Excellent



Highest in Overall Member Satisfaction

51% of Fortune 500 companies with fully funded vision plans are VSP clients.

VSP has been ranked one of the "100 Best... Places to Work in America" for 9 years.