

## Contact Information – Quick Reference



Operating Engineers Local #428  
VSP Client ID #12138088

### For information about

- Group sales
- New benefits
- Rates/renewals
- Request for information (RFI)
- Request for proposal (RFP)
- Benefit clarification
- Reporting
- Member communications
- Contract issues
- Health fairs/enrollment meetings

### Contact

#### Sales Renewal & Service

Rachel McLouth  
Market Director  
Phone: 602.571.2448  
E-mail: rachel.mclouth@vsp.com

#### Account Management

Jennifer Shannon  
Account Manager  
Phone: 562.256.3109  
Fax: 916.463.9071  
E-mail: jennifer.shannon@vsp.com

- Account reconciliation
- Billing
- Evidence of coverage
- Posting receivables
- Schedule A data for 5500

#### Field Client Support

Phone: 866.213.2249  
Fax: 916.463.3935  
E-mail: fieldclient@vsp.com

- Loading automated membership
- Electronic file specifications
- Electronic file inquiries
- FTP Setup

#### Membership Services

EDI Integration  
Phone: 877.369.8940  
E-mail: EEI@vsp.com

- Member inquiries about benefits, claims or eligibility
- Locating a VSP network doctor

#### Member Services

www.vsp.com  
Phone: 800.877.7195  
E-mail: imember@vsp.com

- Benefits Managers resources
- Manage eligibility
- Billing and reporting
- Member support and communications
- Doctor directory
- VSP Eye Health Management Program®

#### Three easy steps to get started on the Employers site:

- Go to **vsp.com**.
- Click on the **Employers** tab.
- To land directly on the **Employers** site in the future, bookmark **visionbenefits.vsp.com**.