

VSP INTEGRATION



You have expressed interest in the Crystal integration feature with VSP. There are a few things you should know before making your decision...

Crystal Practice Management has full integration with VSP as well as some brand new payment posting features. With this integration, you will be able to check eligibility and benefits, obtain authorizations, place frames orders, and submit medical and vision claims all within the Crystal PM software.

Fees –

- VSP charges a **one-time fee of \$250** to set up the integration. VSP invoices Crystal PM so we must collect that fee from you up front. This is a **NON-REFUNDABLE FEE**.
- VSP charges **29¢ for each authorization** done through Crystal. These fees are included in a monthly statements sent to you directly from VSP. If the authorization is obtained via website or phone call; there will be no additional costs to enter it into Crystal PM
- VSP charges **49¢ for each claim** submitted through Crystal. These fees are also included in VSP's monthly statement.

Implementation –

One of our Crystal VSP specialists will schedule an initial 30 minute appointment with you to enter the account information and to instruct you on how to link your VSP frame defaults to your bill codes.

It will be your responsibility to complete the linking process which will ensure that the proper billing will drop from the glasses order to the invoice and then ultimately into the claim. This can be a lengthy process. If your practice chooses to use Crystal PM's billing code list, we do have some pre-linking already done to help lessen the setup process.

Training –

Once the default linking is complete, our Crystal VSP specialist will schedule an hour appointment with your staff to train them on using the different integration features including:

- Eligibility & Benefits
- Authorizations
- Frames Orders
- Claims Submission

If you would like an overview of how the integration looks and works, please feel free to review the following links:

- **VSP Eligibility & Authorization:** <https://www.youtube.com/watch?v=mfdwEt23Ttc>
- **VSP Frame Orders:** https://www.youtube.com/watch?v=gtlwNJ5W_mA
- **VSP Claims:** <https://www.youtube.com/watch?v=DRH4hKKFfmg>

When you are ready to integrate Crystal PM with VSP, please email vsp@crystalpm.com to get this implementation process started.