



FAQs

Vision ID Cards

Do I need an ID card to use my Vision benefits?

No card? No problem! You don't need to show an ID card to get vision care. Just tell your provider that your MetLife Vision Insurance is with the VSP® Choice network and provide your full name and date of birth. That's all they need!

How do I get a Vision ID card?

Depending on your employer's policy, you may receive ID cards in the mail. These cards will only show the primary policyholder's name. If you didn't receive one, that's okay! You can easily view, download, or print your card anytime by logging into mybenefits.metlife.com or using the MetLife US Mobile App. You can also print extra copies for yourself or your covered family members.

What about my family members?

Covered dependents don't need their own ID cards to get vision care. Even though the card only shows the policyholder's name, it can still help confirm that your family is covered under the plan. When visiting a provider, dependents just need to share their full name, date of birth, and the name of the network your plan uses VSP Choice. The card is helpful—but not required—to use your benefits.

What's on the Vision ID card?

Your card may include:

- Your vision plan name
- The provider network
- Your name (primary policyholder)
- Customer service contact info
- Claims address (if mailing in)
- A Member ID (only if your employer created one with MetLife)

Note: Group ID is not included, and neither Group ID nor Member ID is needed to make an appointment.

Can I use a digital Vision ID card?

Yes! You can view or download your card anytime from your MyBenefits account or the MetLife Mobile App¹. Many people save a screenshot on their phone for quick access.

Where can I find in-network Vision providers?

Go to metlife.com and scroll down to the "How can we help you?" section and click "Find a Vision Provider." Choose your network VSP Choice on the right to find nearby providers².

¹ The MetLife Mobile App is available on the App Store and Google Play. To use the MetLife mobile app, employees can choose to register at metlife.com/mybenefits from a computer or directly through the app.

² For a list of participating providers, use the Find a Vision Provider tool at metlife.com. Select Find a Vision Provider, choose VSP Choice as the network, complete the information requested and hit the Search button.

Vision Insurance is provided by Metropolitan Life Insurance Company (MetLife), New York, NY. Certain claim and network administration services are provided through Vision Service Plan (VSP), Rancho Cordova, CA. VSP is not affiliated with MetLife or its affiliates. Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.

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