

1. Which, if any, national/regional chains are included in your provider network? (i.e., Wal-Mart, etc.)

Independent doctors of optometry and ophthalmology hold 60 percent of the eyewear market share¹. With the majority of consumers choosing independent doctors for their eyecare needs, VSP does not consider it necessary to contract with corporate-owned chains or mass merchants to deliver eyecare services to VSP members.

All doctors in VSP's network have met stringent credentialing and participation requirements that cannot be met by the chains and mass merchants. VSP network participants are required to be fully-licensed MDs and ODs certified to dispense Therapeutic Pharmaceutical Agents. All doctors own their practice, focusing on the delivery of eye care rather than achieving corporate goals of selling frames and lenses.

According to a *Consumer Digest* survey, glasses bought directly from private practice optometrists and ophthalmologists were higher in quality than those purchased from retail stores or chains.

Additionally, 87 percent of VSP doctors offer patients evening and weekend appointments and 33 percent are in retail setting: major shopping malls, regional and local retail plazas and downtown shopping districts. The same conveniences consumers often associate with national chains, **and** with the assurance of receiving the highest quality of eyecare.

Satisfaction with VSP's private practice model is confirmed by our members staying in-network more than 94% of the time. VSP's network of private practice doctors, with nearly 31,000 points of access, offers **more choices, greater stability and better quality** than chain stores. VSP doctors go to great lengths to foster patient experiences that translate into consistently high satisfaction levels for both members and clients. Supporting our ability to provide exceptional service are VSP's latest patient satisfaction survey results, which indicate an **excellent/very good** rating of 90% for the overall experience with VSP doctor; adding the good category brings the overall rating to **98%**.

¹ Source: Jobson Optical Industry Reporting