

# **EyeLand Vision & Texas Dental Institute VSDP & DSDP Membership Program TERMS & CONDITIONS**

The Vision Service Discount Program (VSDP) offered by EyeLand Vision, and the Dental Service Discount Program (DSDP) offered by Texas Dental Institute, Inc are not insurance or health insurance policies. Both are **discount** membership programs offered by certain participating EyeLand Vision and Texas Dental Institute locations. EyeLand Vision and Texas Dental Institute are not licensed insurers, health maintenance organizations, or other underwriter of health care services. EyeLand Vision and Texas Dental Institute will not pay any portion of any provider's fees. **You will receive discounts for vision care and vision care related products at the Sugar Land, Westoaks and Katy EyeLand Vision locations. You will receive discounts for dental care and dental related programs at the Sugar Land Texas Dental Institute location.** You are obligated to pay for all vision and dental care services and products at the time of your appointment.

## **Limitations and Conditions**

Savings are based upon EyeLand Vision's and Texas Dental Institute's usual and customary fees. Actual savings will vary depending upon location and specific services or products purchased. Please verify such services with each location. The discounts contained herein may not be used in conjunction with any insurance benefits, coupons, other discount plans or any other offer. All listed or quoted prices are current prices and subject to change without notice. From time to time, EyeLand Vision and Texas Dental Institute may offer products or services to the general public at prices lower than the discounted prices available through this program. In such an event, members will be charged the lowest price. Discounts on professional services are not available where prohibited by law. This plan does not discount all procedures. It is the member's responsibility to verify that the EyeLand Vision and Texas Dental Institute location they visit is a participant in the plan. At any time EyeLand Vision and Texas Dental Institute has the right to eliminate a participating location at its sole discretion. EyeLand Vision and Texas Dental Institute cannot guarantee the continued participation of any location. If an EyeLand Vision or Texas Dental Institute location decides not to participate in the VSDP / DSDP program, you will need to select another location. Services and service locations may change or be discontinued at anytime with notice as required by law.

## **Cancellations and Grievances**

You have 30 days after the effective date to use the membership program risk-free. If for some reason within 30 days after the effective date you are dissatisfied with the program and wish to cancel and obtain a refund of any membership fees paid, please send a cancellation letter and a request for a refund with your name and member number to Attn: VSDP / DSDP, 15285 Southwest Freeway, Sugar Land, TX 77478. **Membership fees will not be refunded 30 days after the effective date.** EyeLand Vision and Texas Dental Institute reserve the right to terminate plan members from its plan for any reason, including nonpayment. If you would like to file a complaint or grievance regarding your plan membership, you must submit your grievance in writing to Attn: VSDP / DSDP, 15285 Southwest Freeway, Sugar Land, TX 77478. To add a family member to your plan or for assistance using your plan, please call Member Services 1-888-393-2240.

### **Renewal Information**

By joining the VSDP / DSDP membership program, you are authorizing EyeLand Vision or Texas Dental Institute to bill your credit card or checking account for the plan you have selected. This charge shall remain in force until you notify us in writing of its cancellation. By joining, you indicate that you have read the terms and conditions of the plan. This plan will automatically renew at the end of your membership term on an annual basis, and your credit card or bank account will be automatically charged or drafted for the appropriate amount.

#### **Disclosure:**

##### **THIS PLAN IS NOT INSURANCE.**

The VSDP plan provides discounts at certain participating EyeLand Vision locations for vision related services and products. The DSDP plan provides discounts at a certain participating Texas Dental Institute, Inc. location for dental related services and products. The range of discounts will vary depending on the participating EyeLand Vision and Texas Dental Institute location. Plan members are obligated to pay for all vision care services and products but will receive a discount from participating EyeLand Vision locations. Plan members are obligated to pay for all dental related services and products but will receive a discount from participating Texas Dental Institute, Inc locations. Before purchase, you may access a list of participating EyeLand Vision and Texas Dental Institute, Inc locations at this website. You have the right to cancel within the first 30 days after the effective date and receive a full refund, less nominal processing fee. Please send a cancellation letter and a request for a refund with your name and member number to

Attn: VSDP, EyeLand Vision , 15285 Southwest Freeway, Sugar Land, TX 77478

Note to Texas Consumers: Regulated by the Texas Department of Licensing and Regulations, P.O. Box 12157, Austin, Texas 78711; telephone (800) 803-9202 or (512) 463-6599 website: [www.license.state.tx.us/complaints](http://www.license.state.tx.us/complaints). The program and its administrators have no liability for providing or guaranteeing service by participating EyeLand Vision locations or the quality of service rendered by providers.