“I Want a Copy of my Prescription”

We, at Family Vision Care, want to thank you for your support. We will always do our very best to earn your trust and offer the best quality eye care with the hope of building loyalty with our patients. We also realize you have a right to a copy of your prescription for glasses and/or contact lenses when finalized. ***Before you request a copy of your prescription, we would ask that you understand our position.***

Some of our patients come to us for their exam with intentions of getting their prescription to purchase their glasses and/or contacts elsewhere. Many of those patients have insurance that will cover their exam here in our office. That simply means, we accept their insurance, allowing them to come to our office for a low cost or no cost exam, only to have them decide to spend their money somewhere else on the things not covered under their insurance plan. We are left accepting a discount for the exam and losing out on any further sales. **We have accepted these insurance plans with the expectation those patients would spend money in our office. This is extremely frustrating, especially when the patient does not even take the time to look at what we have to offer.**

If you are not already aware, several doctors in this area are opting out of these vision and medical insurance plans many local individuals carry for their vision and medical needs. ***Dr. Tim Sellers*** is one of the few that still accepts most vision and medical plans utilized in this area. He is committed to providing these services for all the citizens in this and the surrounding communities. This is one way we hope to build loyalties and serve every member of the families who support us. It is very important Family Vision Care continues to accept these vision and medical plans to help local individuals and their families. We cannot continue to do this if our patients purchase these vision products elsewhere.

***We are asking for your help in order to remain on these plans***. We ask that you support us with the extra things that many of our patients may purchase in addition to what you get through your insurance plan such as: contact lenses, second pair of prescription glasses, sunglasses, and any other products we offer. *We realize you have the right to purchase these products anywhere you choose*; however, **we hope you will remain loyal to us since we are being loyal to you for accepting your insurance.**  We do NOT want to stop accepting these plans like other doctors in the area, but when individual patients come to us for a free or reduced eye exam and choose to spend their money somewhere else*...”How can we continue to accept these vision or medical insurance plans?”*

Keep in mind, we have very competitive prices. Glasses starting at $35-$50, 40% discount on student’s and service men and women’s glasses, buy one get one free deals, competitive prices on our contact lenses (in-line with 1-800-CONTACTS) with our price match guarantee, and 25%-40% discount on all of our sunglasses. **Help us, so we can help you by continuing to accept the vision and medical plans that are needed in this area.**

Sincerely,

Tim Sellers OD and Staff