

Dear Patients,

I have some important news I need to share with you. As you know, our mission is to provide excellent care, the highest quality products, and extraordinary service to our patients. Unfortunately, certain vision insurance companies have been tying our hands, by placing limitations on your policies that, we feel, significantly compromise the level of care and the quality of products that we are able to provide.

Vision Service Plan, or VSP, recently changed those policies so profoundly that it has simply made it impossible for us to continue our relationship with them. This scenario has forced us to make the difficult decision to switch our status with VSP to become an Open Access Provider, effective immediately. I realize that this may seem very sudden to you, but there has been a lot of time and thought, and sleepless nights put into making this decision. It was not done lightly.

The Good News:

- Many of our patients will be unaffected by this change, including those patients with benefits through their medical insurance, which is separate from VSP.
- We will continue to accept payment through Flex Spending Accounts, Health Savings Accounts and from many medical insurance companies that we participate with.

The Great News:

- You can continue your care with us at Mattawan Family Eye Care!
- Open access means that VSP may reimburse you directly for a portion of your exam, glasses and/or contact lenses. And, you won't have to do any paperwork or submit any claims to receive your payment. We'll do it for you! We will also be able to verify your "out of network" VSP benefits through a company we hired, called Anagram.
- In making this switch, we have been able to **reduce** the price of our eyewear, substantially! In January 2021, our exam fees will also be a little less than what they were for those without insurance, through a new savings program we'll be rolling out, so stay tuned!
- Most importantly, Open Access means your vision plan cannot dictate or restrict the quality of your eye care or your eyewear!

We feel strongly that this decision will benefit our patients now and for years to come. Please feel free to contact our knowledgeable staff via email at mfec@mfec-vs.com or call us at 269-668-5558, with any questions or concerns. You may also refer to our new website, at www.mfec-vs.com for additional details and Frequently Asked Questions and Answers regarding this change. We look forward to seeing you again soon. We truly appreciate you and want the best for each and every one of you.

Most sincerely,

Dr. Seim and Staff at Mattawan Family Eye Care

PS: Many of my colleagues have been faced with this same decision during these trying circumstances in 2020. Other doctors have shared with me that VSP sent a letter to their patients very shortly after this decision was made in their offices. VSP will likely be reaching out to you very soon, as well. This communication from them is an attempt to direct you to other offices that accept VSP.

Remember that you do NOT need to go to a different office for your eye care! I ask that you contact us just before it's time for your annual exam, and we'll be able to look at your benefits and tell you exactly how everything works. Then you can make the decision that works best for you and your family.