

Valued Dixie Eyecare Patient,

We deeply cherish and appreciate the relationships that we have built with our patients and friends. You are the reason we enjoy what we do and why we come to Dixie Eyecare each day. We are contacting you to let you know we will not be renewing our contract with Vision Service Plan (VSP) as of Feb 1, 2022. Our records indicate that you have (or have had in the past) VSP, so we are reaching out to help you understand this change.

The doctors and employees at Dixie Eyecare feel that Vision Service Plan/VSP's business model does not align with our philosophy, values, and mission statement of providing the "very best care possible for you and your eyes". In order to be sustainable with VSP, we would need to see many more patients per hour. We cannot do this, and simply will not compromise our practice standards, quality care, time, and exceptional education to our patients. We assure you that this decision was not easily reached. We have thought of you and your family as we have wrestled with this conflict for years.

We recognize how inconvenient insurance changes can be and are sympathetic to the disruption this may cause in your future visits with us. In an effort to show our continued dedication and gratitude for you, we offer the following:

-Throughout 2022, we will offer a 35% contracted discount on all services, and a 20% discount on materials to patients affected by this change when paying in full on the day of service.

-VSP is commonly associated with separate medical insurances and we will remain contracted with all the same medical insurance plans and will bill appropriately.
(This often means that your exam may still be covered).

-You can file with VSP yourself for reimbursement of expenses and we are happy to facilitate your submission of reimbursement to VSP for services and products provided here.

Thank you for the trust, confidence, and loyalty that you show us. We are committed to working through this adjustment with you. On the back of this page, you will find answers to many questions you may have. Of course, if you have further questions, please give us a call at (435) 673-3558. We look forward to our continued wonderful associations!

Sincerely,

Shay Seach,
Office Manager

Michael S. Croft O.D.

Brent L Croft O.D.

Jason S. Foote O.D.

Frequently Asked Questions

Can I still come to Dixie Eyecare if I have VSP? Yes, of course, we would love nothing more, and we will work hard to coordinate with your medical insurance, apply in-house discounts, and employ any other means to assure that you continue to receive the same great care without high cost.

What about my other insurance? VSP is the only plan with which our status has changed, we will continue to bill all other insurances on your behalf.

Does this mean my exam and glasses aren't covered? VSP is commonly associated with separate medical insurances and we will remain contracted with all the same medical insurance plans and will bill appropriately (oftentimes this means that your exam may still be covered, but not materials). If you would like us to check your specific benefits before your appointment, please call us and send a copy of your insurance card via email dixieeyecare@gmail.com or text 435-673-3558.

What if my glasses aren't covered through my medical insurance? You can file with VSP yourself for reimbursement of expenses and we are happy to provide receipts and a submission form of reimbursement to VSP for services and products provided here.

Why did we stop taking VSP?

Our focus as an office is about creating a positive atmosphere and providing the best care to our patients. VSP's business model would require that we see many more patients in the day in order to be sustainable and that simply goes against our standards and beliefs as a practice.

We are happy to check your medical insurance for coverage and benefits if you would provide us with a copy of your card. We can also provide forms you'll need if you would like to submit to VSP yourself for reimbursement.