



INSURANCE UPDATE

Dear Patient,

We're excited to share an update to your vision-benefits experience at Fuquay Eye Care. Beginning **January 1, 2026**, EyeMed plans will be out-of-network at our practice. You're warmly invited to continue care with your doctors here, and our team will guide you through the easy steps for any eligible EyeMed out of network benefits.

Why this update

To deliver the best possible experience and results, we're aligning our operations to:

- provide more dedicated time during appointments
- practice with full clinical independence when recommending technology, lenses, and treatments
- simplify administrative steps for a smoother visit
- reinvest in advanced diagnostics and ongoing staff training
- keep pricing clear and straightforward (HSA/FSA welcome)

How this helps you

- Highly personalized care and recommendations
- Expanded access to leading technology, lenses, frames, and treatment options
- Transparent pricing and an uncomplicated check-in/checkout experience

Frequently Asked Questions

Can I continue care if I carry EyeMed?

Absolutely. Many EyeMed plans include out-of-network benefits, and patients often find no issues with filing and getting reimbursed.

Will you help with the paperwork?

Yes. We'll prepare an itemized receipt and the 3 steps that will guide you to file your claim in just minutes.

How do I file an out-of-network claim?

Most patients submit a quick claim through EyeMed's member portal or mail a claim form with their receipt. We'll provide step-by-step instructions and everything you need before you leave.

How does this affect my care?

Expect the same trusted doctors, more time together, an expanded range of services and products, and recommendations aligned with your unique needs.

Which plans do you accept?

We continue to welcome VSP, Medicare, and most medical insurance plans for eligible services. If you'd like help understanding how your benefits apply, our team is glad to assist.

Who can I contact with questions?

Our front-desk team is ready to help. Call 919-557-0308, email info@fuquayeye.com, or visit <https://fuquayeye.com> for details and resources.

We're grateful for the opportunity to care for your vision and look forward to seeing you soon.