Wolfeboro Eye Associates Frequently Asked Questions

What should I do before my appointment?

-Verify we are in network for your medical insurance.

Please provide us with your insurance information ahead of time so that we may verify eligibility. Wolfeboro Eye Associates accepts many major medical insurance, however we do not accept vision insurance. If you have out of network vision benefits that you would like to use we may be able to help you file for reimbursement, however we are not able to bill directly to any vision plans. Please be aware of the specifics of your own insurance plan. If your insurance company requires you to have a referral, please call your primary care provider's office to obtain one prior to your appointment.

-Activate the patient portal:

Please provide us with your email address so that we can send you a link to activate your patient portal. The secure patient portal is a valuable tool that you can use to access your visit summaries and appointment history. You can also update your personal information such as address, phone number, medications, and more via the portal. Updating your information via the portal will save time at check in on the day of your appointment.

-Transfer Past Records

If you are a new patient or have had significant changes in your ocular history since your last visit with us, such as surgeries or diagnosed eye disease, we may require a copy of your records be sent to our office prior to scheduling your appointment. We will require a copy of your past records if you have any of the following conditions: glaucoma, macular degeneration, diabetes.

We have records releases readily available at our front desk and will be happy to assist you in obtaining your previous records.

-Confirm your appointment

You will receive phone and/or text reminders within 7 days of your upcoming appointment. Please confirm your appointment or call us to reschedule. Appointments not confirmed within 24 hours are subject to cancellation by our staff. There is a $50 fee for missed appointments.

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What time should I arrive?

Please arrive 15 minutes early to your appointment. At each visit, we will need to scan your insurance cards, verify your contact information is current, review changes to your medical history and take several measurements of your eyes before you will see the optometrist. Late arrivals will be required to reschedule.

What should I bring to my appointment?

-Insurance Cards

Please bring your medical insurance cards with you to your appointment. We need to obtain a scanned image of your card at each visit. Wolfeboro Eye Associates does not accept vision insurance. If you have out of network vision benefits that you would like to use, we may be able to help you file for reimbursement, however we are not able to bill directly to any vision plans.

-Eyewear

Please bring any glasses that you wear to your appointment, including over the counter readers, if worn.

If you wear contact lenses, please arrive to your appointment wearing your contact lenses and bring your glasses. If you are a new patient that wears contacts, in addition please bring information on the brand, style and power of your contact lenses, such as the contact lens boxes or foil blister packaging. Contact lens evaluations are not billable to medical insurance and are due at the time of service.

-Medication/Allergy List

It is important that the doctor is aware of any medications that you take. Please bring a list of any and all medications and supplements, including any over the counter products. Also please let us know about any drug allergies.

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Will my eyes be dilated at my appointment?

An optomap exam will be performed on most patients. The optomap exam gives us a panoramic image of the surface of your retina. These images help the doctor assess the health of your eyes and check for conditions such as macular degeneration, glaucoma and retinal detachments. The optomap can alleviate the need for dilation in many cases. Still, the doctor may dilate your eyes if they want to take additional views of your retinas or to rule out overfocusing. This procedure will affect your near vision and cause light-sensitivity for a few hours. We can provide you with disposable sunglasses if you do not have any. Most people are comfortable driving afterwards, as distance vision is typically not impaired, however you may bring a driver if you prefer.

Can I order glasses at my appointment?

If you'd like to look at the frame selection at your appointment, we will be happy to assist you. Or if you'd prefer to come back another time, please call first to schedule an appointment.

When should I schedule my next appointment?

We will schedule your next eye exam with you when you are checking out. In order to manage our schedule, we pre-book annual eye exams, typically 1-2 years in advance for most patients. If you do not wish to have your appointment pre-booked, please call well in advance to schedule an eye exam. Our average wait time is 6 months for future routine appointments.

Where is Wolfeboro Eye Associates located?

Our physical address is: 36 Center Street Suite 5, Wolfeboro Falls, NH 03896. We are located in the same building as Harvest Market, TD Bank and Copy Ship and More, however our entrance is in the rear of the building.