

Contact Lens Information and Policy

Effective 03/25/2014

Annual Examinations

All contact lens wearers, new or established, are required to have an annual examination and contact lens fitting to update their contact lens prescription. The cost of the annual examination and contact lens fitting will vary depending upon prescription and is due on the date of your examination. All professional fees are non-refundable. Contact lens prescriptions are valid for one year from the date of initial examination. If you purchase your contact lenses from another location or online, be aware that a valid contact lens prescription is still required.

➤ Contact Lens Evaluation Fee

This portion of the examination allows the doctor to evaluate the curve and shape of the cornea along with the interaction of the eye and the contact lens in order to achieve proper vision and comfort. During this process, contact lens wearers will receive guidance on proper insertion & removal techniques, as well as proper care & handling instructions. This evaluation must be completed annually as many variables within the eye may change from year to year. This fee is due even if the fitting is unsuccessful. For instance, if you are a first time contact lens wearer and you are unable to successfully perform an insertion and removal, the evaluation fee will still be charged. This fee also covers 3 routine contact lens follow up visits (prescription change or lens fitting change) within 90 days of your initial contact lens evaluation. Visits due to "red eyes" or infections are not considered routine and will be charged as a separate fee. An additional fee will be incurred if you require additional visits within the 90 day period or require visits after the 90 day period.

All initial fittings must be completed within 45 days of your initial examination, unless authorized by the doctor. Your fitting is complete when you receive authorization from the doctor. Authorization will only be given after compliance with all follow-ups. The doctor reserves the right to terminate a fitting at any time.

➤ Insurance

For those patients using insurance, be aware that many insurance carriers do not cover the contact lens evaluation fee. We will figure the fee according to your specific plan however any charges are due at the time of service.

➤ Contact Lens Orders

After a contact lens evaluation has been completed, you may order a supply of contact lenses. Due to time constraints from the contact lens manufacturers, all contact lens orders must be picked up within two weeks of notification. Contact lens supplies that are not picked up within two weeks may be returned to the manufacturer. After a supply has been returned to the manufacturer, you may be required to pay in advance for any future orders.

▪ Exchanges and Refunds

Exchanges may only be made on unopened, undamaged, unmarked boxes of contact lenses purchased at our office, in accordance with the manufacturer's policy. Colored contact lenses may not be exchanged or refunded. Many manufacturers have changed their contact lens exchange policy to include unopened, undamaged, unmarked boxes within 90 days of the invoice date. This means boxes purchased at your previous exam may not be exchanged for a new prescription. Because warranties and exchange policies vary between different contact lenses, you should verify the restrictions with our staff before placing your order. Certain lenses are non-returnable.

Refunds will only be given on unopened, undamaged, unmarked boxes of disposable contact lenses, excluding colored lenses, within 30 days of the order date.



OFFICE POLICY

Effective 03/25/2014

➤ Adult Supervision

By law, a minor may not receive medical treatment without a parent or legal guardian on premise. A patient under the age of 18 must be accompanied by a parent or legal guardian during every visit. A minor may also be accompanied by an adult who provides Power of Attorney documentation. The parent or legal guardian must be present during the entire visit and is responsible for signing all legal documentation, providing accurate and up-to-date medical history information, and the financial aspect of the visit. Our staff will provide the parent or legal guardian with all treatment options and recommendations. Any appointment for a minor will have to be rescheduled if a parent or legal guardian is not present.

➤ Payment for Services

Each patient will be provided with a copy of the Financial Agreement. This agreement outlines financial responsibility for services rendered. Our office requires payment in full for all services (performed by the doctor or staff) at the time of service, unless otherwise authorized. This authorization must be obtained before services are rendered. Services may not be "billed" to parents, a spouse, or any person covering your expenses.

➤ Orders

All orders require 100% of payment in full before they can be placed.

➤ Insurance

Insurance information must be provided for verification before your scheduled appointment. If the insurance information is not provided until you arrive for your appointment, we must verify coverage and eligibility *before* performing services. If we are unable to verify eligibility before your scheduled appointment time, your appointment will be rescheduled. If insurance information is provided after the date of service, our office may require that you submit the claim on your own, regardless if we are a participating provider. All copays and overages are due at the time of service. You should provide a copy of all health / vision insurance cards when possible.

Our office only bills claims to insurance companies for which we are a contracted provider. We do not bill supplemental insurance carriers. If you have an insurance that we are not contracted with, payment in full is due at the time of service. You may then self-submit your claim for out-of-network reimbursement. We cannot be responsible for payment or reimbursement from an insurance carrier. You are responsible for all fees not covered by the insurance company.

➤ Scheduling

Our office will schedule no more than two patients from a family on the same day. Additional family members must be scheduled on a different day. If you arrive for your appointment more than 15 minutes late, your appointment will have to be re-scheduled. If you break an appointment with less than 24 hours notice, miss your appointment without any notification, or arrive more than 15 minutes late, you may have restrictions placed on future appointments. Due to the length of special testing, certain types of appointments may not be scheduled during our prime time hours.

➤ Broken Appointment Policy

If, for any reason, your appointment should be broken with less than 24 hours notice, a fee of \$25.00 will be charged to your account. This fee must be paid before any future appointments may be scheduled.