



Service Fees

All professional services (exam, contact lens fitting, and/or follow-up fees) are non-refundable. All fees are due at time of service.

No-Show Policy

Our office requires 24-hour notice to cancel or reschedule without penalty. If you do not cancel or reschedule your appointment within 24 hours or fail to show up for your appointment without notice, you will incur a \$30 office visit fee on your account.

Eyeglass Cancellation

An optical order can be canceled for a full refund only if the job has not been processed. Once processed, there will be a 50% cancellation fee for the cost of the lens. A restocking fee of \$30 will apply for the frames.

Outside RX

A valid prescription from another office may be filled at our establishment. If a doctor's change in prescription is needed, one lens remake can be processed within 60 days of the original order at no additional cost. The prescribing doctor must provide a new prescription in writing before the remake. For any additional changes, a fee will be applied.

Non-Adaptation

Due to the complex nature of glasses, patients are encouraged to give their eyes time to adapt to a new prescription. Patients are entitled to one remake if adaptation does not occur; order must be processed within 60 days of the original purchase date. There is no refund for the difference in cost if the new lenses are of lesser value. Upgrades will be available at additional costs as needed.

Doctor RX Change

One doctor RX change will be honored for a period of 60 days from the date of dispense. Costs associated with changes other than prescription will be the patient's responsibility. Cost will incur if glasses were made elsewhere and will have a \$35 refraction fee.

Frame Warranty

We service our products sold by offering manufacturer's warranties to our patients. These warranties cover manufacturer's defects under normal wear and tear conditions, and not against abuse, accidents, or loss. Warranties will be honored during the duration offered by the manufacturer and cannot be extended by our office. There is a \$20 charge.

Contact Service

Contact lenses are federally regulated medical devices that can only be dispensed by prescription. They must be regarded with the same caution given to prescription drugs, which includes recognizing prescription expiration dates, number of refills, and follow up visits with your eye doctor. Your eyes go through gradual changes in size, shape, and physiological requirements (such as oxygen) over time, which can change the contact lens fit and affect the health of your eye. Fees for contact lens services may not be covered completely by your vision care plan or health insurance plan, but oftentimes provide percentage discounts off of our usual and

customary fees. The contact lens evaluation is subject to a 90 day global period. This means that you have 90 days from the date of the contact lens evaluation to follow up with the doctor to make any adjustments to the contact lens prescription or brand of contacts without incurring a fee. After the 90 day global period has expired, you may be responsible for a new contact lens evaluation fee. The doctor will make the decision if a new contact lens evaluation fee is required.

Contacts Material

Contacts may not be returned if the boxes have been opened or if the packaging has damage of any kind. A refund may be given if the boxes are unopened. A 10% restocking fee will be deducted from the refund. Vision Source Woodlands is not responsible for contacts that are not picked up within 90 days.

Insurance

If my insurance company requires referrals, vouchers, or authorization, I will present these to the receptionist immediately. Failure to do so will make me responsible for full payment once services are rendered.

Medicare

Refraction for eye glasses is not a covered Medicare service. According to Medicare regulation, non-covered services may be billed to the patient if the services are considered to be Medicare program exclusions. Determination of a refractive state, (HCPCS code 92015) is program exclusion under Medicare; therefore, patients will be responsible to pay for that portion of the exam if refraction is done for new glasses.

Routine Eye Exam

A routine eye exam is defined by insurance companies as “an office visit to check vision, screen for eye disease, and/or update eyeglass or contact lens prescriptions.” Routine eye exams produce a final diagnosis – like nearsightedness, farsightedness or astigmatism. Routine eye exams are billed to your vision insurance plan.

Medical Eye Exam

A medical eye exam produces a diagnosis, like conjunctivitis (pink eye), diabetes, glaucoma, cataracts, or dry eye to mention a few. Examinations for medical eye care, assessment of an eye complaint or follow up to an existing medical condition are all billed to your medical insurance plan.

Insurance Billing

Most people have Vision and Medical insurance. They are very different in terms of the services they cover and it’s important for our Patients to understand those differences. If you have questions, please do not hesitate to ask.