

The Plano Eye Care Center

General Office Policy

Payment:

Payment in full is expected at time of your visit for all services and products before any order is processed. Major credit cards, checks (all checks verified with CrossCheck), CareCredit and cash are all acceptable forms of payment. There is a \$35.00 fee for any returned checks. A \$25 fee will be applied, along with any other late fees, to have your bill sent to collection services for accounts 30 days past due which may adversely affect your credit rating.

Using insurance:

Insurance will help pay for services or products according to your plan. If there is a reimbursement owed to you in an amount exceeding \$50, a check will be mailed to the address on file. All other reimbursements will be credited to your account.

Please note: The Plano Eye Care Center cannot guarantee your insurance will cover our services, even if verified, until our office receives the actual explanation of benefits (EOB). It is best for you to understand your insurance before services or products are rendered to prevent misunderstandings.

Medical Insurance companies, like BCBS, Aetna, Cigna, Humana, UHC, Medicare, etc., require you to file a claim on your own for the following per your benefit plan. We will provide you with receipts to submit to your insurance company for any reimbursement.

- Eyeglasses or contact lenses
- All contact lens (re) fitting, (re)evaluation & follow up
- Punctual Plugs for dry eyes, and dry eye testing
- Refractions
- Any other non-covered item per insurance

I authorize my insurance benefits to be paid directly to The Plano Eye Care Center.

I authorize The Plano Eye Care Center to release pertinent medical information to my insurance company when requested, or to facilitate payment of a claim.

I have read, understand, and agree to the above Financial Policy. I understand that charges not covered by my insurance company, as well as applicable copayments and deductibles are my responsibility and are due at time of service.

Refunds:

You will be given copies of your eyeglass and contact lens Rx after they're finalized, if services were rendered. There are no refunds or credits given on services provided. If the Eyeglass or Contact Lens Rx you received here is filled elsewhere, or after 30 days from exam, a fee is charged to verify prescription. No refunds or credits will be given after 60 days from exam date for any contact lenses or eyeglasses. If a refund is given, a lab restocking fee will be charged. Insurance allowances, co-pays, or reimbursements to office will not be refunded. Eyeglasses and Contact Lenses will be donated if they are not picked up after 90 days from order date.

Records Release:

Records may be given or a report of your findings can be provided, with your signature, per our HIPPA policy, within 14 days from request by paying a \$29 fee. If more than 3 pages are being processed, an additional fee of \$30 will apply.

Missed Appointments:

When a patient does not show for their appointment, or cancels without a 24 hour notice, a fee of \$25.00 will be assessed. Insurance will not pay for this and you are responsible for the No Show Fee.

Contact Lens Services:

As required by the Texas Board of Optometry, an eye health and vision exam must be done before contact lens services are provided. The comprehensive exam fee is separate from the contact lens (re) fit and (re) evaluation fee. The Plano Eye Care Center's fees for a contact lens (re) fit and (re) evaluation range from \$109 (basic routine) to \$949 (high complexity). This service has to be completed every year in order to renew a contact lens prescription and/or change brand of contact lens.

Most insurance companies do not cover the fee for a contact lens (re) fit and (re) evaluation. Some insurance plans offer a discount only. Please make sure you understand your plan benefits. Please consult with one of our practice representatives or Insurance Coordinator for additional information or clarification.

A Contact Lens (re)fit and (re) evaluation includes:

- Examining the health of your cornea
- Corneal curve measurements and/or mapping
- Consultation to discuss findings, and other options
- Tests for proper fitting or refitting
- Preventative follow-up visit within 30 days, which may include exchange of lens at no charge
- Prescription verification
- Prescription renewal and written copy given for your records, once prescription is finalized
- Contact lens dispensing and instruction as necessary
- Sample lenses fitted (when available) before final prescription is written
- In-office polishing when done at time of exam (Rigid Gas Perm Lenses

Medical Eye & Surgical Services:

If your exam requires additional or extensive testing to rule out eye health problems additional visits may be required. Medical insurance, if using, may not cover for all the testing you may need on the same day. You are responsible to pay for out-of-pocket fees at the time of your visit. Most medical eye visits here range from \$119 to \$299. In cases where eye surgery or a subspecialist is advised, you have a choice as to where to go, or our office will make a referral for you.