

Fees and Payment Policy

Payment

Payment in full is required at the time of your visit and may be made with cash, Visa, Mastercard, Discover and American Express. Insurance co-payments are due at the time of service. If you are unable to make your co-payment at your visit, your appointment may need to be rescheduled.

Insurance

While filing insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date services are rendered. Your insurance is a contract between you, your employer, and the insurance company. We are not party to that contract. Before your visit, contact your insurance company to verify that we are participants in your plan, and the services you intend to receive are covered. For us to file a claim, you must present a current copy of your insurance card at each visit and communicate changes in your personal information.

Not all services are a covered benefit in all policies, so it is particularly important that you understand the provisions of your individual policy. Insurance companies select certain services they will not pay for. Therefore, we cannot guarantee payment of all claims by your insurance company. *Reduction or rejection of your claim does not relieve you of your financial responsibility.* You must supply us with your insurance information PRIOR to your appointment time for us to obtain authorization for the services. If we are not able to verify and authorize your benefits on your behalf PRIOR to your visit, you will be responsible for the full payment and we can supply you with the necessary forms to file for your own re-imbursment from your insurance company.

Professional Service Policies

Our follow up visits are intended to assess the quality of each patient's vision with the new contacts lenses. We also determine if you are experiencing any adverse physiological changes secondary to wearing new contact lenses. If the doctor requires you to come back for a "contact lens check", you are required to return with the contact lenses on, within 1-2 weeks of dispensing the contacts. If a follow up appointment is not completed within 60 days of the original exam date, you will be required to pay an additional \$25 fee for the late follow up visit. If a final contact lens and/or glasses prescription is released, any additional follow up visit after 60 days will be \$25 per visit. There are NO REFUNDS for professional services rendered.

Minors

The parent or guardian accompanying a minor (under 18 years old) is responsible for full payment. For unaccompanied minors, non-emergency treatment will be denied unless charges have been pre-authorized to an approved credit card or payment is made by cash or check.

Missed Appointments

Please help us serve you better by keeping your scheduled appointments or by calling us in advance (at least 24 hours) to reschedule an appointment. Missed appointments are assessed a \$50 reservation fee to reschedule your appointment.

Non-Refundable Materials (including glasses, contact lenses)

All prescription optical materials are customized and fabricated specifically for each individual patient. Fees for these materials are non-refundable, and once ordered, become the financial responsibility of the patient. All materials not picked up after 180 days becomes property of Hollier Eyecare.