

Office Policies 2023
(Updated 01/20/2023)

Appointments and Scheduling:

In order to respect everyone's schedules and be available to you for timely appointments, we have adopted the following policies.

1. If you are more than 10 minutes late for a scheduled appointment you may not be seen. We will ask you to reschedule to ensure that we have sufficient time for you to receive a thorough eye examination.
2. Should you need to change your appointment we ask that you notify us as soon as possible. If you have missed 2 appointments, without giving notice, you will be charged a service fee for the second missed appointment (\$79).
3. If you have a history of not showing for appointments or tardiness you will only be seen at the doctor's discretion. They may indicate restricted times for your appointments or not being able to schedule future appointments.

Insurance and Payments:

1. We want to assist you in getting the most from your insurance. However, if you did not provide accurate insurance information or we were not able to verify coverage at the time of service, we may not be able to file a claim. We will do our best to assist you. But, ultimately we cannot be responsible to know who your provider is or the coverage.
2. We are a Medicare participating office, and we do accept assignment. Accepting Medicare assignment means that, after you have met your deductible, Medicare will pay 80% of our allowable charges (most supplements pay the remaining 20%). For your complete eye examination, there is a \$20 refraction fee that Medicare does not cover, and you will be responsible for this fee at the time of your visit if a refraction is done.
3. Some vision plans such as Eyemed and VSP do require our office to disclose medical diagnosis such as diabetes for payment. It is your right to refuse this disclosure, however they may deny payment and services would be the responsibility of the patient.
4. In the case of visual imaging (OCTs, Fundus Photography, OPTOS) medical insurance will only pay if specific problems are found. While our doctors believe these are great tests because we are able to track and document changes year to year, your insurance may not define them as medically necessary. In this case, you will be responsible for the cost of the test \$74-\$90. If you prefer, you can decline to use your medical insurance and pay our self pay rate of \$39 out of pocket. You also have the right to refuse any procedure or treatment at our office.

Optical

1. Glasses are custom made with your prescription and lenses to fit into the frame you have selected. For this reason, we cannot accept returns or exchanges and all glasses sales are final. If you are in the process of selecting glasses, we are happy to hold frames for up to a week. This allows you time to think over the decision as well as bring a friend or family member in to view the frame.

2. Our frames include a year warranty from the date of purchase provided by the manufacturer. While each manufacturer is different, this generally includes normal wear and tear or breakage. Dog chew is not covered and using superglue voids most warranties. We must have all parts of the frame to return to the manufacturer when ordering a new frame under warranty.
3. Lenses with add-ons (such as Anti-Reflective, polycarbonate, progressive lens, etc.) have a year warranty against scratches. The labs will remake the lenses twice within a year, should you have trouble with scratching, free of charge.
4. Warranty lenses and frames are only good for the original pair of glasses purchased. For example we cannot make warranty lenses to go in a different or new frame.

Contacts

1. New contact wearers will need to be fit for contacts, taught how to use them, and do a follow up visit. The cost of these services is a minimum of \$109. For the health and safety of your eyes, you will need to demonstrate the ability to insert and remove the contacts before taking them home.
2. Existing contact wearers wishing to continue in contacts will need a contact lens evaluation each year in addition to their regular exam. During this fitting the doctor will determine a correct prescription and ensure that your eyes are healthy enough to continue wear. The cost of a fitting is \$45-\$95 depending on your eyes and type of contacts worn. Most insurances do not cover this cost as they consider wearing contacts elective.
3. Contact sales are final. For this reason, we offer you contact samples at no cost in the event of a change. This way you can be sure the contacts work for you before placing an order.
4. In previous years, we have allowed VSP patients to extend "value added benefits" or second pair pricing to a first pair of glasses when benefits were used for contacts. Due to increases in VSP discounts and declines in reimbursement rates we have discontinued this practice. When making a decision on using insurance for glasses or contacts we recommend filing for contacts. This will generally save you money.
5. Due to unprecedented supply chain issues over the last 3 years, we strongly recommend that you order contacts at least 1 month in advance. We have seen extended backorders as well as shipping delays. Due to manufacturer restrictions, in most cases, we can no longer provide samples to "get you by" until orders come in.

Release of Prescriptions:

1. You can access your prescriptions through the patient portal or request a copy.
2. Glasses prescriptions do not include pupillary distance (PD). PDs are a measurement taken by opticians. There is a \$15 fee for our staff to take these measurements. This fee is waived, as a courtesy, if glasses are purchased in our office.
3. For children, it is recommended to take PDs every year, as they are still growing. We will not be held responsible in cases where an outdated PD was used online or at another facility.

4. In compliance with the FTC Contact Lens Rule, all patients who wear contact lenses should be provided with a copy of their RX when it is finalized. This could be at the conclusion of an exam or trial period in the case of new lenses.
5. If you are a contact wearer trialing a new brand or RX we will not consider that to be your final prescription until you have confirmed the contact works for you. This can be done by talking to our contact tech.

Access to Records:

1. Starting on July 6, 2021 electronic access to your records is available through mysecurehealthdata.com. Records should take no more than 3 days to appear.
2. If you have trouble accessing records it is your responsibility to contact our staff for assistance and make us aware of the problem.
3. Your health record includes all doctor's notes, testing and imaging. These records do not include optical services.
4. You may still request paper copies of your records as needed. This request should be made to our office staff.
5. If you are needing records prior to our use of the patient portal (July 6, 2021) please contact our office staff. Based on the individual case it may take up to 10 business days to fulfill. Please note that paper records predating 2011 are no longer available.