

2019 Office Policies

Effective 01/01/2019

Thank you for choosing our office for your family's eye care! The following is a detailed summary of our current office policies that apply to patients. Please take a few minutes to review these. Our office staff or Dr. Tennant will be happy to answer any questions you have regarding these policies.

Medical insurance and preventative vision benefits:

Optometrists care for both routine eye care and medical eye care. If you have coverage for both, we will bill according to your complaint, diagnosis, and previous orders from Dr. Tennant and any past eye doctors you may have seen.

Preventative vision benefits cover diagnosis and treatment of **BLURRED VISION COMPLAINTS** caused by nearsightedness, farsightedness, reading focus problems, etc. Such conditions can be treated fully and simply with glasses and/or contact lenses. Included in a preventative eye exam is an eye health assessment. Such an assessment is performed on a healthy eye to detect eye disease early in its progression. Whenever an eye disease is detected and needs to be treated or followed, preventative eye exams are no longer appropriate in the care of your eyes and your medical benefits will be used.

Medical benefits pay for eye exams when your complaint and diagnosis (present or past) involves a medical eye condition. A **partial** list of such conditions/complaints includes but is not limited to: burning, itching, redness or dryness of eyes, diabetic eye exams, medically significant cataracts, pink eye/eye infections, the monitoring of high risk medication side effects on the eye (*e.g.*, Tamoxifen and Plaquenil), glaucoma, suspicion of glaucoma, sudden vision loss, flashes and floaters before your vision, foreign objects in the eye, etc. **In these cases, your eye exam will be billed through your medical insurance.**

If you have any questions about this, it needs to be discussed with our staff **BEFORE** your appointment.

Insurance filing

Please notify the receptionist of all insurance coverage at the time of check in.

We will verify your insurance eligibility and benefits before the start of your exam. You will be billed at the end of your exam according to the latest information we have on file from your insurance company.

Verification of insurance eligibility and benefits is not a guarantee of payment from your insurance company. Any remaining balance after your insurance is billed is ultimately the responsibility of you the patient. We would appreciate your prompt payment of any balances on your account after your exam.

Account Credit Policy

Credits will remain on your account to be used at future visits unless you request those amounts be refunded. Overpayments will be refunded within 30 days upon written request to our practice.

Refraction Fees:

To keep up with changes in health care and to allow our patients more choices in the use of their health care dollars, we have updated our policy on refraction in 2016.

A comprehensive eye exam involves two parts:

- **The refraction:** the test which determines the glasses prescription which best clears your vision. In addition to determining your final glasses prescription, refraction documents your best corrected vision in each eye (*i.e.*, 20/20, 20/30, 20/100, etc.). We track your best corrected vision over time to determine whether eye diseases such as macular degeneration or cataracts are progressing. Best corrected vision also helps our office determine when it is time to refer you for such procedures as cataract removal.
- **The eye health assessment:** the doctor evaluates your eyes for eye disease and manages any findings.

Please be aware, if we are filing medical insurance today, the medical insurance typically considers the refraction to be a “routine” procedure and will not cover it.

The current refraction cost is \$30.00.

Contact Lens Fees

Contact lens fitting and evaluation fees are not included in the comprehensive eye exam. The contact lens fitting and evaluation is a separate and additional charge.

Many insurance companies do not pay for the fitting of contact lenses. As the patient, you are responsible for the charges at the time of service. These fees will be collected at check-out. If you believe your insurance pays for these fees, please verify with our staff **prior** to your exam so that our staff can verify benefits and file these fees with your insurance company.

- **New fit/Re-fit of contact lenses:**

For patients new to contact lens wear **OR** for current contact lens wearers with complaints with their current contact lens vision or comfort, the charges are as follows:

1. **Standard soft contact lens fitting:** \$68.00 (“Standard fit” for Eyemed)
2. **Astigmatism soft Contact lens fitting:** \$80.00. (“Premium fit” for Eyemed)
3. **Multifocal/monovision soft Contact lens fitting:** \$95.00 (“Premium fit” for Eyemed)
4. **RGP- standard spherical contact lens fitting:** \$95.00 (“Premium fit” for Eyemed)
5. **RGP- Specialty (Bitorics, multifocal, keratoconus, postop):** Varies (“Premium fit” for Eyemed)

These charges include corneal curvature measurements, evaluation of proper fit of lenses and power correction measurements. 2 follow-up visits are also included in these fees. Additional follow-up visits, if necessary, are available at a nominal fee (\$15.00 per visit). Please see out staff with questions.

- **Contact lens evaluation and renewal:**

For current contact lens wearers happy with comfort and brand, we will check the fit and vision and make basic changes to RX if necessary.

Annual re-evaluation of contacts: \$38.00

*** Please note if our office has to change your brand due to comfort issues or if we do not have a contact lens RX from your prior eye doctor the new lens wearer fees will apply.**

Discounts

To give our patients better value for their money, Advanced Family EyeCare has updated its optical discounts for 2016 (effective March 24, 2016).

- **Eyeglasses orders:** Eyeglass orders of \$125 or more will receive a 20% discount.
- **Contact lens orders:** Annual supplies will receive a \$15 in house discount.

Please note, these discounts may not be available if we will be filing your ophthalmic materials to an insurance company. Please ask the staff if these discounts will apply to your order. (Effective 3/24/2016)

Financing through Care Credit

Our office offers 6 mos no interest financing through Care Credit. Please see the staff for more information.

Costa Del Mar sunglasses

Our business contract with Costa Del Mar limits our ability to discount glasses costs even if you have a materials benefit through your insurance company.

Eyewear orders:

Our office starts your custom eyeglasses order immediately. For this reason, cancellations on submitted orders are **NOT** permitted. All glasses are custom crafted for each patient according to their specifications with their unique prescription. These lenses are custom cut to fit the frame that each patient selects and therefore switching frames is not permitted once lenses are cut. For all of these reasons cash refunds are not possible. At the doctor's discretion, patients who are not satisfied with the vision in their glasses will have their prescription adjusted at no cost, within **60 days** of original purchase date. Cash refunds are not available on progressive addition lenses,

however patients who fail to adapt to their new progressives may have their lenses remade one time into the lenses of their choice.

Our office is not responsible for any orders left at our office for more than 90 days past order date.

PD Measurements

Pupillary measurements are part of the fitting of the eyeglasses and not part of an eye exam. We will be happy to provide you with this service at a cost of \$30.

Frame Warranties

Our office stands behind our frames come with a ONE time, ONE year breakage warranty.

Lens Warranties

Lenses with glare-free antireflective treatments come with either a one time, one year warranty or a two time, two year warranty, depending on which product you chose at the time of purchase. Please see the staff for details regarding your purchase.

Verification of prescription eyewear

In the case you fill your eyeglass prescription elsewhere and are having difficulties adapting to the new eyeglasses, we will be happy to verify the other optical's work for a fee of \$50.00. In the case of a re-refraction, refraction fees will also apply.

After Hours

A \$50 after hour emergency fee will be charged to the patient's account for any services rendered after normal business hours. We will bill this fee to your medical insurance company; however, if the fee is unpaid by the insurance company it will be the patient's responsibility.

Noncompliant patients

Our office strives to provide quality, comprehensive eyecare to our patients. When patients are not compliant with treatment and follow-up care, the quality of care is compromised and the doctor-patient relationship is strained. If you do not desire to access our comprehensive care, please inform us so we can transfer your care to another provider.

Collections & Past Due Accounts

All outstanding patient balances older than 60 days are subject to a \$15 rebilling fee. Any unpaid balances older than 90 days may be turned over to collections. If this account becomes delinquent and a collection agency is used, a processing fee of 30% will be added to the balance. The collection agency will have the right to run a credit report in an effort to collect the unpaid balance on our behalf. A \$25 fee will be applied to your account for any returned checks.

Update to policies

With ongoing healthcare changes, our patient policies are subject to update in the future. A copy is always available at our front desk or on our website madisoneyes.com. Any questions regarding these policies can be directed to Dr. Tennant or our office manager Brandi at madisoneyes@bellsouth.net.