



Office Financial Policy

- **Payment:** All payments are due at the time of service unless prior arrangements are made. We accept cash, personal check, Master Card, Visa, American Express, Discover, and Care Credit. Any outstanding balances, including deductibles, are due within 30 days of the statement. If you experience circumstances beyond your control, please contact our billing office to make payment arrangements. All balances reaching 90 days past due will be sent to a collection agency.
- **Insurance:** It is your responsibility to know your insurance benefits and to inform us of any changes. Some procedures could be subject to deductible or denied for coverage. This is impossible for us to keep track of; however, please do not hesitate to ask if a procedure is typically covered and we will do our best to assist you. You are responsible for any fees that are not paid by your insurance carrier.
- **After Hours Emergency Appointments:** We are happy to be able to offer after hours emergency appointments every day of the week. There is an “after hours” fee for these visits of \$50. This fee will apply to any visit starting after 6:00pm, Monday through Friday, as well as on Saturday and Sunday. This fee will be taken on the day of the appointment.
- **Card on File:** We request patients keep a credit card on file to make payments much easier and quicker. No more waiting for a statement and mailing in a check! You will receive an email a few days before the payment is processed to let you know what the total will be and give you a chance to call with any questions. If for some reason there is a large patient portion (which we understand can happen with some of the High Deductible Plans), you will have the ability to set up a payment arrangement for automatic monthly payments at a more manageable amount.
- **Payment Plans:** We understand that not all of our patients have the ability to have health insurance. For our self-pay patients, we have a prompt pay discount. For material purchases of \$300 or more, we offer a 3-Installment Plan where 3 equal payments may be made on a weekly, bi-weekly, or monthly basis.
- **Cancellations:** For families or groups of five or more appointments we require a credit card on file that will be charged \$50 per appointment scheduled if patients fail to show, reschedule or cancel within 24 hours of their appointments. For families or groups less than five appointments, a 24-hour notice of cancellations is required. Please call to cancel a same day visit with a minimum of three hours notice in order for another patient to be scheduled. Multiple late cancellations will be subject to dismissal from the practice.
- **Divorce Decree:** We are not a party to your divorce decree. The responsibility for payment and the presentation of an active insurance card at the time service is the responsibility of the accompanying parent. It is not our responsibility to notify the absent parent of an office visit.
- **Termination from Our Practice:** Our office values its patient relationships and wants to protect patients’ rights. We will terminate patient relationships with cause and only after careful consideration. Reasons for termination include but are not limited to: repeatedly not showing up for scheduled appointments, not complying with recommended medical care, being hostile or abusive to staff, or not paying bills in a timely manner.

Contact Lens Exam Policy

- **Contact Lens Exam Fees:** Measurements for contact lenses and evaluation of current contact lenses are additional services and are not included as part of a Comprehensive Eye Exam. If your doctor requires a contact

lens follow up visit, your final contact lens prescription cannot be released until after the follow up visit is complete and the contact lens fit has been assessed. There is no additional charge for contact lens follow up visits for 60 days following your contact lens exam. After 60 days, a \$30 fee will be charged for Soft contact lens follow up visits. Medically Necessary, Hybrid, and Scleral Lenses follow our 90 Day Specialty Contact Lens Policy. Please see our Contact Lens Exam fee structure below:

- Spherical Soft \$95
- Soft Astigmatism (Toric) \$115
- Soft Toric Bifocal \$220
- Soft or RGP Monovision/Multifocal \$200
- Soft or RGP Kerasoft/Specialty \$320
- RGP Spherical \$125
- RGP Toric \$150
- RGP Keratoconus \$260
- Hybrid Standard \$190
- Hybrid Multifocal \$220
- Hybrid Keratoconus/Post Surgical \$275
- Scleral CL Exam Both Eyes \$2200
- Scleral CL Exam One Eye \$1400
- Scleral Evaluation & OCT Both Eyes \$350
- Scleral Evaluation & OCT One Eye \$260

- CL Insertion & Removal Training (required for all first-time contact lens wearers and previous contact lens wearers requiring retraining) \$25: Includes two (2) thirty-minute training sessions, if needed. Additional training sessions are \$25 each.

Spectacle Purchase Policy

- Spectacle Purchase Policy: Thank you for choosing Advanced Eye Care & Surgery as the provider of your new eyewear purchase. We appreciate your business and hope that you are completely satisfied with your new glasses. We are always happy to provide frame adjustments free of charge to enhance the comfort of your new spectacles. Minor repairs and some replacement parts, nose pads, screw replacement, rimless bushing repair, etc. are covered for one year from the date of purchase. After this initial period, these parts and services are available for a small fee. Our policies regarding warranties and remakes are provided below:
- Ophthalmic Frame Warranty: We are proud to offer a one-time, 1-year warranty from the date of purchase on manufacturer defects for ophthalmic frames, which includes defects in workmanship, solder breaks, spring hinge breakage, and excessive paint chipping. It does not cover abuse or accidental damage, loss, or theft. Specially marked sale or value line frames are excluded from the manufacturer's warranty. A \$10 shipping fee will be charged for frames being replaced under warranty. If overnight service is requested, a \$30 fee will be charged. For overseas shipping, this will vary depending on location. Safilo Kids, Miraflex, and Tomato frames are excluded (see Specialty Kids Frame Warranty). Maui Jim, Wiley X, Costa del Mar, and Hilco frames are excluded (see Sun & Sportswear Warranty).
- Specialty Kids Frame Warranty: Pertains to Safilo Kids, Miraflex, and Tomato frames. A \$50 replacement charge will be applied per replacement occurrence up to the expiration date of the prescription (not purchase date). Replacement frame must be identical to initial order, with no modifications permitted. This does not cover loss or theft.
- Sun & Sportswear Warranty: Maui Jim, Costa del Mar, Wiley X, and Hilco frames require special inspection, packaging, and processing. For any materials shipped back to the manufacturer, or for special items ordered, a \$30 fee will be assessed. We must have proof of purchase for any products purchased outside of our office in order to honor any authorized manufacturer warranties for these frame lines.
- Ophthalmic Lens Warranty: Lenses are allowed a one time, one use remake for scratches or defects that occur within one year from the date of purchase. Lenses used in safety and sports goggles are excluded from warranty

due to the nature of the environment in which they are used. This does not cover abuse or accidental damage, loss, or theft.

- **CR-39 Lenses:** CR-39 plastic lenses are not under warranty for scratches if scratch-resistant coating and ultraviolet (UV 400) protection are not purchased for the lenses. Due to their brittle nature, CR-39 lenses are not under warranty for breakage or chipping, regardless of coating purchased. Because of this, CR-39 lenses will not be ordered for patients under 18 years of age or mounted into rimless frames or special designed frames.
- **Adaptation:** Everyone adapts to a new prescription differently. Because of this we ask that you wear your new glasses for at least two weeks before seeing the doctor for possible changes in prescription. Our optical staff will work with you to address any concerns you may have during this adaptation period and provide any necessary adjustments and recommendations.
- **Remakes:** Spectacle lenses will be remade within 90 days of the date of your exam for changes in your prescription or optician's measurement changes only. Any add-ons to original purchase (coatings, tints, lens treatments, etc.) may be added for full retail replacement cost of the lens, whether alone or with a prescription change. New lenses remade into a less expensive lens design or lens option will not be refunded the difference. New lenses may be purchased with a courtesy 30% discount for additional prescription changes and prescription changes incurred after 90 days of your eye exam. Remakes for upgrades and lens design will be charged the difference and usual and customary fees between the lens designs. No refunds will be issued for lenses remade in simpler lens designs. In the case of change of frame selection once spectacles have been made, the difference in usual and customary fees between frames will be charged and a customary 30% discount will be given for new replacement lenses made for the new frame. No refunds will be issued for changes to a less expensive frame.
- **Discounts for No Insurance & Multiple Pair Purchases:** Our office is happy to extend a 20% courtesy discount on all complete pair purchases (frame & lenses) without insurance. Second or multiple pair eye wear purchases receive a 20% discount within a year of original prescription date.
- **Custom-Made Products:** All prescription lenses are custom-made products. No refunds will be issued for frame and lens orders that have been placed.
- **Prescription (Rx) Troubleshooting by an Optician and Glasses Check by Doctor:** If your glasses were made by our office, thank you! As a courtesy, there is no fee to troubleshoot your glasses Rx. If you need to see a doctor for a glasses check, there is no charge for 90 days after your exam. After 90 days, a \$45 fee will be charged. If your glasses were made elsewhere, a fee of \$10 will be charged to troubleshoot your Rx by an optician. Any glasses check by a doctor will be charged \$45.

Thank you for Your Business!