

Thank you for choosing Advanced EyeCare Centers for your vision and eye care needs. We are committed to building a successful relationship between our physicians and patients. Your clear understanding of our Financial Policy is a part of that professional relationship. We encourage you to ask if you have any questions about our fees, our policies, your responsibilities for payment or your responsibility to notify our office of any patient information changes (i.e. address, name, insurance information, etc.).

COMPREHENSIVE EYE EXAMS/EYE HEALTH EXAMS

A comprehensive eye exam is a screening exam which is performed as a routine eye health visit. It is most frequently requested by patients to determine the need for corrective lenses. A medical exam is billed to your medical insurance with the symptom or condition which was examined on the day of the visit.

CONTACTS LENS FITTING/INSERT & REMOVAL TRAINING/ORDERING INFORMATION

To protect your corneal health, there is an additional procedure involved in assessing the correct power, size, curvature, comfort and type of contact lens which is also known as a Contact Lens Fitting. The fee for this service varies depending on how elaborate the fitting may be and will also include up to three follow-up visits within the first three months of the initial exam. An insertion and removal training is required for all new contact lens wearers and a fee is incorporated into your fitting. A contact lens prescription is valid for one year from the date of comprehensive examination.

- If you are doing a contact lens fitting, you will be given trial contact lenses from your optometrist to sample to see if you'd like to place a full order of the given prescription, or if the prescription needs to be modified before placing a full order.
- We will gladly exchange any UNOPENED and UNMARKED boxes of contact lenses of equal value up to 60 days from original purchase date, if purchased at our office. No refunds can be given for contact lenses purchased from our office, only exchanges or office credit will be offered.
- Contacts packaged in vials cannot be returned without the vial. Our office will gladly hold the vial(s) for you. You have 30 days to return the contact lenses (and original vials) for credit or exchange.

INSURANCE/VISION PLANS

Please bring your insurance cards to every visit. In order to accurately bill your insurance company we require that you provide accurate and current insurance information including primary and secondary insurance. Failure to provide complete insurance information may result in patient responsibility for the entire bill. Although we may estimate what your insurance company possibly will pay, it is the insurance company that makes the final determination of your eligibility and benefits. If your insurance company is not contracted with us, you agree to pay any portion of the charges not covered by insurance. Our employees are accustomed to doing a courtesy insurance check before your appointment and will reach out if there is any difficulty with finding your insurance - however, it is your responsibility to check with your insurance company to be sure we participate with your plan. If we do not participate with your plan, you will be responsible for full payment.

MINORS

The adult accompanying the minor and the parents (or guardians) of the minor are responsible for full payment. If the parent/guardian does not accompany their minor to their exam, payment is still expected at the time of service. We are happy to take payment over the phone after the examination and will provide an invoice for the patient reflecting the payment. For unaccompanied minors, non-emergency treatment may be denied unless charges have been pre-authorized to an approved credit plan prior to time of service.

EYEWEAR

Prescription eyewear are custom tailored to your specific visual requirements and cannot be returned after they are made. Where we can, we will offer store credits, doctor prescription changes and patient non-adapt changes. All frame, lens and coating warranty policies are controlled by the manufacturer. We protect our patients with a 60-day quality assurance guarantee. It is important to bring any issues to our attention within the first 60 days after pick up so we are better able to assist in helping fix the issue. Cancellations may not be possible due to the prompt processing of orders. We require a 50% deposit on all eyewear orders.

APPOINTMENT CANCELLATION/NO SHOW

Please give at least a 24 hour notice for any cancellations or rescheduling. At our discretion, there will be a \$35.00 charge for no-shows and same day cancellations that do not provide us enough time to offer the spot to someone on our waitlist. As a courtesy, Advanced EyeCare Centers will send out several appointment reminders to the email address and cell phone number you provide for us upon scheduling your appointment.

You can find further information regarding our cancellation/no show policies on our website: www.advancedeyedocs.com.

PAYMENT

All copays are due at time of service. Glasses and contact lens balances are required at the time of pick up. We accept the following forms of payment; Visa, MasterCard, Discover, American Express, Care Credit, Check (with ID) and exact cash. Return check fees are \$30.