

## FULL PAYMENT IS DUE AT TIME OF SERVICE

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As a courtesy to our patients with insurance, our office will file your vision &/or medical claims for services rendered. **You are responsible for paying any deductible and copayment at the time of service.** Our office staff makes every effort to be as accurate as possible when collecting these amounts. However, your insurance plan may not cover as much as we estimate. Any amount not paid by insurance is the patient's responsibility. Often times, insurance may not pay the estimate. Once we receive payment from the insurance company, **you will be required to pay the balance due upon receipt of your statement.** If you have overpaid your portion, you will receive a refund.

Due to the constant changes in health insurance it is the patient's responsibility to know the details of health coverage. Our office makes every effort to find out coverage details prior to your appointment. If you have questions regarding coverage for specific procedures, please call your insurance company.

I have read and understand Custom Eyes Financial Policy\_\_\_\_\_

Date\_\_\_\_\_

**Our office gladly accepts Visa, MasterCard, Discover, cash and Care Credit. If you would like to apply for Care Credit financing, please consult our front office staff.**

## About Your Insurance

There are two types of health insurance that will help pay for your eye care services and products. You may have both and our practice accepts both:

1. Vision care plans (such as VSP and EyeMed)
  2. Medical insurance (such as Blue Cross/Blue Shield and Medicare).
- **Vision care plans only cover routine vision exams along with eyeglasses and contact lenses. Vision plans only cover a basic screening for eye disease. They do not cover diagnosis, management or treatment of eye diseases.**
  - **Medical insurance must be used if you have any eye health problem or systemic health problem that has ocular complications.** Your doctor will determine if these conditions apply to you, but some are determined by your case history.
  - If you have both types of insurance plans it may be necessary for us to bill some services to one plan and other services to the other. We will use coordination of benefits to do this properly and to minimize your out-of-pocket expense.
  - We will bill your insurance plan for services if we are a participating provider for that plan. We will try to obtain advanced authorization of your insurance benefits so we can tell you what is covered. If some fees are not paid by your plan, we will bill you for any unpaid deductibles, co-pays or non-covered services as allowed by the insurance contract.

I have read and agree with these policies.

\_\_\_\_\_  
Patient signature (parent if child)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name