



## Office and Financial Policies

Dear Patients,

Thank you for choosing Carbon Valley Eye Care. We would like to welcome you to our office and inform you of our current office policies. Hopefully, this will enable us to better serve your eye care needs.

- Our goal is to provide you the highest quality in vision care using state of the art technology and equipment.
- We accept most medical and vision insurances. It is your responsibility to know your own insurance coverage/benefits/eligibility and to alert our staff should your coverage change or be discontinued. **We will need a copy of your medical insurance card at the time of your appointment.**
- If we are not a provider for your insurance carrier, we will be happy to assist with any forms you need to send in for reimbursement. But, you are responsible to pay for all services at the time they are rendered.
- We will make our best effort to help you determine what your insurance benefits are for your exam and materials; however, please note that this will be an estimate and after submittal to your insurance company your actual costs may differ.
- If we do not receive payment from your insurance company within ninety (90) days of filing the claim, you will be responsible for the balance.
- Professional fees (including refractions and contact lens fittings) and insurance co-pays are due at the time of service.
- There is a minimum requirement of half down on all materials, including frames, lenses, and contacts. All materials must be paid for in full before the patient leaves the office with them.
- We reserve the right to charge interest and/or late fees on past due balances (in the amount of 2% per month as provided for by state law). There will be a \$25 returned check fee for any returned checks that must be paid within 48 hours of the return check notice.
- Please help us serve you better by keeping scheduled appointments or calling us in advance to reschedule an appointment. Any cancellation or no-show within 36 hours of your appointment will result in a \$30 fee
- A parent or legal guardian must be present during the treatment of a minor child unless the parent has made arrangements with our office ahead of time and has signed the necessary documentation.
- We are happy to release a copy of your records to you or to an office of your choice once we have a signed Records Release Form on file. Please allow ten (10) business days for preparation and duplication. The signed Records Release Form is valid for 6 months.

- All prescription optical materials are customized and fabricated specifically for each individual patient. Fees for these materials are non-refundable, and once ordered, become the financial responsibility of the patient. All materials not picked up after sixty (60) days become property of CVEC.
- If our doctor finds it necessary to change the prescription of your eye glasses, we will update your prescription at no cost. This policy is effective one-time only and expires within sixty (60) days of the original prescription.
- Progressive Lenses Non-Adapt Policy - Any patient who fails to adapt within thirty (30) days to their progressive lenses will have their prescription remade one time into either a lined bifocal, trifocal, or single vision lens at no additional charge.
- All frames are under manufacturer warranty for any manufacturing defects for up to one year from the date of purchase. This does **not** include accidental damage or breakage of the frames. If your frame has been discontinued by the manufacturer and we cannot repair the product, we will replace the frame with a product of equal value. Often times the manufacturer's warranty does not cover shipping and handling charges for the exchange of the defective frame for a replacement frame. Any manufacturer's shipping charges will be the responsibility of the patient.
- You can replace your broken prescription eyeglasses with the same or equivalent pair for 50% off their current retail price within one year of the date of purchase. This may not be combined with other discounts, promotions, or insurance. This also does not apply to loss, theft, or safety glasses.
- We are proud to prescribe Hoya lens products. Hoya is the world-wide leader in eyewear, offering some of the most advanced and durable lens materials available. Different warranties will be available depending on the lenses you select. We will thoroughly discuss your lens options, including available warranties, when you are choosing your eyewear.
- Thank you for understanding and accepting our policies. If you have any questions, please feel free to ask.

\_\_\_\_\_

Patient/Guardian Signature Date

- I have received and reviewed Carbon Valley Eye Care's "Notice of Privacy Practices".

\_\_\_\_\_

Patient/Guardian Signature Date