

Financial and Treatment Policies

Thank you for choosing Ophthalmology, PC, we look forward to providing you quality eye care.

Our FOCUS is your EYES!

Appointment Reminders – You will receive a reminder call/text from our office 1-3 days prior to your scheduled appointment. Please confirm your appointment with the system if you are able to do so.

Medication Refills - Please contact your pharmacy for any refill requests at least 5 days prior to running out of your medication to allow adequate time for approval.

After Hours – Our answering service will connect you to the on-call doctor. This service is to be utilized in emergency situations only.

Co-Pays – All co-pays and past due balances are due at the time of check-in unless other arrangements have been made with our office.

Self-Pay Accounts – Patients without insurance coverage or patients that have insurance coverage in which we do not participate with, are consider “self-pay”. Full payment is required at the time services are rendered.

Insurance – We will be happy to file with your insurance company if you have provided us with the necessary information at the time of service. Please keep us informed of any changes in your insurance status. Although we will assist you in processing your claim, payment of the bill is ultimately your responsibility.

If you have Medical and Vision insurance, please let us know how you would like us to bill your visit. With all the different types of insurance and vision plans offered, it is important for you to call and verify your eligibility and coverage for your individual plan. Keep in mind, medical and vision insurance are separate plans and each one may have different in network providers.

You will receive a bill from **Ophthalmology PC** after your charges have been processed by your insurance carrier(s) or if we have not heard from your insurance carrier after an extended length of time. It is your responsibility to contact your insurance company if you have not received an "Explanation of Benefits" (or EOB). All non-covered charges and remaining charges after your insurance has been paid are due upon receipt of the statement from our office. If you do not have insurance, payment is required the day services are rendered.

We accept Cash, Check, VISA, Discover, MasterCard, American Express, and Care Credit.

Reauthorizations and Referrals – Some insurances such as HMO, POS, etc. require you to have a referral or preauthorization from your primary care doctor, or from your insurance company before visiting a specialist. You are responsible for obtaining it. Failure to do so may result in lower or no payment from your insurance company, therefore the balance will be your responsibility.

NSF Checks – A \$40 fee will be added to your account for a returned check. You may be placed on a cash only basis following any returned checks.

Outstanding Balances - Balance is due upon receipt of your first statement. If you have any issues with the balance, please call us to discuss this. In the event an account is turned over to collections, the patient and any immediate family members will not be able to book any appointments. Patients and immediate family members will be asked to prepay for services if there is a family history of a collection account.