

Patient Name (print)

Date

**** Please note changes to our financial policy. Initial each section, indicating your acknowledgement.**

Eyeglasses

1. Eyeglass Lenses are Customized and Cannot be Returned.

- **Adaptation**: If you are having difficulty adjusting to your new eyeglass prescription **within the first 1-2 weeks** of receiving them, please call our office and speak with an Optician. It is your responsibility to communicate your concerns to our Opticians. They will determine what next steps will be needed to address your concerns.
- **Rechecks**: If the doctor needs to reevaluate your prescription, **it must be done within 60 days of your original exam**. For any refractions performed **after 60 days, a fee of \$49, will apply**.
- **Free Remakes**: Any **power changes** to your prescription **will be remade free of charge once**. Any additional remakes will be charged full retail cost of lenses. Fees will apply if upgrades or design changes are needed.
- **Eyeglasses Purchased Elsewhere**: It is your choice to fill your prescription where you like. Purchasing your eyeglasses from us includes troubleshooting and rechecking your prescription at no additional cost. A doctor recheck must be done within 60 days to avoid a \$49 refraction fee.
 - o **If you decide to go elsewhere to have your prescription filled** and notice any issues with your new eye wear, **you will need to return to the optical dispensary that made your eyeglasses**. They are responsible for troubleshooting your concerns and remaking your glasses. And because it requires a human for this service, we advise that you never purchase eyeglasses online.
 - o **If you purchase eyewear online** and are having difficulty with your glasses, **there will be a \$50 charge for the optician to trouble shoot your concerns**. Additionally, if you need to have the prescription rechecked, there will be a **\$49 refraction fee with the doctor**.

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2. Reusing an Old Frame / Using Any Frame NOT Purchased in Our Office

- While we do allow previously worn frames to be reused for new lenses, we cannot guarantee that the frame will not be damaged or broken during the process of cutting and inserting new lenses.
 - o If your frame is broken or damaged, you will be responsible for purchasing a new frame.
 - We can assist you in reordering the broken frame or finding a new one.
- **If you decide to use a frame that has been purchased elsewhere**, has been gifted to you, or purchased online, and a breakage or damage to your frame occurs, you will need to go through that vendor for returning or replacement.
 - o Please note that most doctor offices will warrant defective breakages/damage to frames, while most online vendors do not. ****Make sure what you're purchasing is RETURNABLE**. It may not fit your head, may not work with your prescription, may not be adjustable, or may be uncomfortable to wear.

3. Frame Changes (Re-Styles)

- We want each of our patients to be happy and comfortable with their frame selection. Sometimes the initial frame that was chosen does not work. Whatever the reason may be, we typically can change your frame once. **** Fees do apply to this request: Single Vision – \$40 | Bifocal or Trifocal – \$60 | Progressive – \$80**. If the frame expense is more than the original, you will be responsible for the difference in price as well.
- **If you are using a vision plan to make your eyeglass purchase**, please note that each company has their own rules that we must follow. Some of them do not allow a frame restyle for any reason.

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4. Defective Frames.

- Frame manufacturers provide a 1-year warranty for defects only. If your frame breaks, do not attempt to repair it or alter it in any way, doing so will void a defective warranty.
- If your frame is defective, Family Eyecare of Roswell will be happy to **exchange your frame with the manufacturer for a \$30 fee**. This fee covers the expenses associated with reordering, replacing and returning your original frame to the manufacturer.

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Contact Lenses and Services

1. **Contact Lens Evaluation “Fittings”** – In the state of Georgia, you must annually have a contact lens exam/fitting in order to get a new prescription for contact lenses.
 - Our office allows a **60-day window to fit and finalize patients in contact lenses**. It is the patient’s responsibility to return for progress checks and have any necessary adjustments made to their prescription within this timeframe. If changes need to be made after the prescription has been finalized or after the allotted 60 days, a modification fee will apply.
2. **Contact Lens Supplies**
 - **Eligibility for a return or exchange of boxes:** The boxes cannot be opened, marked on, written on, dented, no stickers or residue, crushed corners, or opened flaps (even slightly open); **they must be 100% in resalable condition for the manufacturer to take them back.**
 - All contact boxes that are eligible for credit **must be returned within 30 days of the original purchase date.**

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**** For All Glasses and Contacts Purchases ****

- **All balances on material orders must be paid for in full within 60 days of the purchase.**
- **After 60 days, all deposits made will be forfeited. Products will be returned, and no refunds or in-store credits will be issued.**

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Professional Services

Professional doctor services are not refundable. All co-payments, deductibles or balances owed are due at the time of service. **These fees cannot be waived.** We accept Cash, Personal Checks, Visa, Discover, MasterCard, American Express and Care Credit.

** Please note: If you have a returned check, you will be charged a fee of \$25 and may not pay with a check for future payments. Any unpaid balances over 90 days will be subject to referral of a collection agency.

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Insurance Coverage

You must provide your insurance card or proof of insurance at the time of each visit. If you do not have insurance, are unable to provide proof of insurance, are on a plan in which we do not participate, or if your plan requires that a deductible be met before services will be covered, full payment is required at the time of your visit.

Verification of benefits is not a guarantee of payment. All claims are subject to review by your insurance company.

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Medical Referrals

If you are being seen for a medical service and your insurance plan requires a referral to see a specialist, you are responsible for requesting a referral from your Primary Care Physician (PCP) before we can render services. Failure to acquire a necessary referral will result in a denial of coverage by your insurance carrier. You will be responsible for the professional services. Your PCP may require 24 or more hours for this request, please plan accordingly.

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Missed Appointments / Canceling Appointments

Late or missed appointments seriously disrupt the practice's patient schedule. Therefore, we ask that you please give us a 24-hour notice when canceling or rescheduling an appointment. If you fail to show for an appointment two or more times, your account will be put on a 'walk-in basis only' for future visits. Walk-in appointments are seen upon availability.

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Delinquent Accounts

Past due payment arrangements can be made with our billing department. Failure to pay or arrange payments will result in referral to a collection agency. Habitual delinquent accounts may be dismissed from our practice.

**Please note: Patient balances over 90 days will require payment prior to scheduling any appointments at our office. Records will not be released until unpaid balances have been satisfied.

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Patients under 18 Years of Age

All patients under 18 must be accompanied by a parent or legal guardian. Services cannot be performed without a parent or legal guardian's presence and consent.

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The original copy of this financial policy will be kept in your file for future reference. If you would like a copy for your records, please ask the front desk coordinator to provide you with a copy. We welcome any questions you may have regarding our financial policy.