



## **Policies and Financial Understanding**

### **Routine Vision vs Medical**

Your vision insurance is intended to provide you with a wellness eye evaluation. If you are being evaluated for a medical reason (corneal, disorders, retinal disorders, diabetes, cataracts, glaucoma, dry eyes, eye infections, etc.)

*Your vision insurance does not provide coverage for medical care. Therefore, if you have a medical eye condition, we will be billing your medical insurance for visits related to medical complications and problems.*

### **Refraction Policy**

The refraction is the portion of the vision exam which determined your glasses prescription. If your exam is routine and not medical, it is covered by vision insurance. During your visit a refraction may be performed to determine your need for glasses or to evaluate if any further visual improvement can be achieved. This is a necessary and essential portion of your eye exam, and in many cases, it is the sole reason for the appointment. Please be aware that this is a non-covered service by Medicare as well as most medical insurance companies, and the responsibility of the patient. Our fee is currently \$59.00 plus tax for this procedure. We appreciate your cooperation in collecting this fee at the time of service.

### **Contact Lens Fitting and Evaluation**

In order to prescribe contact lenses, your eye doctor must perform an evaluation and fitting on a yearly basis to ensure proper eye health. This is not included as part of a comprehensive eye examination. Contact lens evaluations and fittings have different levels of difficulty and complexity, which can depend upon an individual's prescriptions, eye health, visual needs and other considerations. Fees are determined by your doctor at the time of your exam and may not be covered by your insurance.

### **Medical Testing**

These medical tests are applied towards your medical deductible. If your insurance does not pay for services, you will be responsible for the billed charges.

### **Retinal Screening and MPOD (Macular Pigment Screening)**

The Optos retinal screening is a digital scan of your eyes. The MPOD is a risk assessment for Age Related Macular Degeneration. Starting March 1, 2025, retinal AND macular pigment

screening will become a standard part of all comprehensive eye exams. There is a one-time fee of \$49.00 for both services, which will be added to your comprehensive eye exam.

### **Financial Responsibilities**

By signing this statement, I understand that Sandia Vision Clinic will bill the insurance I provide on my behalf. All copays, coinsurance, deductibles, will be due at the time of service. Sandia Vision Clinic has my permission to accept payment directly for services and goods provided. I understand that all benefits quoted to me are not a guarantee of payment by my insurance and I am responsible for ALL balances due to ensure my insurance company processes my claim timely and correctly.

### **Insurance Coverage and Wait Times**

We at Sandia Vision Clinic value our patients and strive to provide the best care for you with quick turnaround times, friendly, knowledgeable and professional service, and high-quality eyewear. Our typical waiting times are between 7-14 business days depending on the insurance company you are enrolled in. Our goal is to ensure your glasses arrive with the expected time frame; however, we do occasionally experience unforeseen delays and quality control issues which we regrettably result in extended wait times for our customers.

### **Patients Own Frame Use**

Sandia Vision Clinic is more than willing to adjust, repair, or install a new set of lenses into your own frame. There is an out-of-pocket patterning fee of \$39.00 plus tax per frame for our optical lab to use your existing frame. This is a non-covered fee by your insurance. Please know that even with the best efforts of our trained staff, we cannot guarantee that frames will not be damaged. If your frame was purchased at Sandia Vision Clinic and it is out of warranty, or if the frame was not purchased at Sandia Vision Clinic, we cannot be held responsible for any breakage or damage that may occur.

### **Customer Satisfaction Guarantee**

At Sandia Vision Clinic, patient satisfaction is our highest priority. In our optical department, our patient satisfaction guarantee ensures your purchase will meet your expectations to the fullest of our ability. If for any reason your glasses do not meet your expectations, please inform us as soon as possible. Our guarantee includes frame styling and prescription lens remakes, for any reason, for up to 30 days after you pick up your glasses. Since glasses are customer orders,

unique to the individual patient, we cannot offer credit cards or cash refunds. We will, however, issue store credit for the amount of the original purchase of the glasses. If you choose not to go through with the purchase, once the order has already been submitted, there will be a **15% restocking fee applied** to any applicable store credit, which is non-refundable to the original form of payment.

**Authorization to Release Medical Information**

I authorize Sandia Vision Clinic to release/request medical information on my behalf to/from any entity to assist in my medical care per my request. This assignment will remain in effect until revoked in writing.

**Private Health Information**

My signature below acknowledges that I was provided with the opportunity to receive/review a copy of Sandia Vision Clinic’s Privacy Policy Notice.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
DOB

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date