

HORNER EYE CARE

OFFICE POLICIES

FINANCIAL POLICY

Payment is expected at the time services are rendered. This includes services provided for a minor patient. We prefer payment in full when ordering glasses or contacts. However, a deposit of 50% can be made to initiate the order. The remaining balance will be due at dispensing. The exception to this policy is when ordering through third party plans. All co-payments and overages must be paid before glasses or contact lenses can be ordered.

We accept cash, checks and credit cards. There is a \$35 collection fee for returned checks.

If you have Medicare or are enrolled in a plan we participate in, we will file a claim on your behalf. However, payment of applicable deductibles and co-pay amounts are due at the time services are rendered. If you have a plan in which we do not participate, vision or medical, we can give you a statement for submission to your insurance company. We would be glad to complete any forms required by your insurance company. For specific policy questions please refer to your policy manual or call the phone number on your insurance card.

CONTACT LENS POLICY

Contact lenses are medical devices placed on the eyes. They require proper fitting and careful instruction, as well as compliance with recommended follow-up examinations to maintain the health of your eyes.

Eye Exam

Before you can be fitted for contact lenses, a complete eye examination is necessary. The cost of this exam is separate from any charges for contact lenses or contact lens services. This exam is critical for determining the health of your eyes and ruling out the possibility of an underlying condition, which may inhibit contact use.

Contact Lens Evaluation

The contact lens fitting allows us to find the most appropriate contact lens for each patient's optimal comfort and vision. We are committed to taking the time to fit you properly. Although many patients will need only one fitting session, sometimes this process requires additional appointments.

Insertion and Removal Training

First-time or "New" contact lens patients will be provided with personalized instruction in the safe care and usage of your new lenses. Upon completion of a successful insertion and removal session, you may begin wearing your lenses. A follow-up appointment will then be scheduled.

Follow-up Appointments

Additional follow-up appointments are sometime necessary to assure that your contact lenses provide you with optimal vision and comfort. Charges for follow-up visits during the first 90 days are included in the initial contact lens evaluation unless your lens type changes during the fitting process where additional fees will be added. Lens types include: sphere, astigmatism correction, monovision or multifocal and specialty lenses.

Refunds

A refund of the cost of the lenses may be given within the first 30 days provided the contacts are returned in good condition. Opened boxes of contact lenses are not returnable. There will be no refund of the evaluation fee.

Yearly Contact Lens Exams

Yearly eye examinations are required for good eye health and to safeguard your vision. The contact lens prescription will expire after one year of the date of issue. If it has been a year since your contact lens examination or fitting then you will need a new examination to order contact lenses.