

FLORIDA VISION OPTIQUE - FINANCIAL POLICIES

- It is no longer an easy task to interpret each individual insurance policy due to many changes in insurance. Although we try to stay aware of these changes, it is not always possible.
- Our office is unique in the fact that Dr. Diaz is able to see patients under *medical* and *vision* plans.
- It is your responsibility to tell us which plan you are using. Once a claim has been submitted to your medical or vision insurance we will not be able to make any changes.
- You are responsible for providing us with your correct address, telephone number, photo ID and insurance ID cards. Incomplete or incorrect information may result in non-payments and you will be responsible for any balance due.
- If we participate with your insurance, under the terms of your contract with your insurance company, we must collect any deductible, coinsurance and/or co-pay at the time of service. If you are unable to provide us with that payment, we reserve the right to reschedule your appointment.
- Any balance passed onto you by your insurance company after your claim has been processed is due within 30 days. Failure to pay may ultimately result in your account being turned over to a collection agency.
- Orders placed for ophthalmic materials must be paid in advance or a minimum of 50% deposit with balance due upon dispensing. For your convenience, we do accept all major credit cards, including Care Credit.
- Spectacle orders: We will process your custom spectacle order immediately. For this reason we are unable to cancel any order. All spectacle lenses are custom crafted for each patient with their unique prescription and custom sized to fit the frame you select. Therefore, patients may not switch frames after lenses have been edged. For all these reasons, refunds are not possible.
- Patients who are not satisfied with their vision in their new glasses will have the prescription adjusted at the doctor's discretion.
- Progressive lens wearers who cannot adapt to their lenses have 60 days to have lenses remade into their choice of lined bifocals, single vision, or trifocal lenses at no additional charge. There are no refunds on progressives.

PLEASE READ THE ABOVE CAREFULLY AND INITIAL *EACH* ONE TO SHOW YOU HAVE READ AND UNDERSTAND OUR POLICIES AND THE CONDITIONS OF FILING YOUR INSURANCE.

Thank you for choosing Florida Vision as your eye care professional.

SIGNED: _____ DATE: _____