

# APPOINTMENT & SERVICE POLICY

## APPOINTMENT POLICY

We reserve time for you by phone or in person and ask for a 24-hour notice to change or cancel. **A \$20 fee must be paid before rescheduling if the office is not notified by phone or in person 24 hours before the appointment (no e-mail notifications).**

## INSURANCE PAYMENT POLICY AND WAIVER

Dr. Squillace will submit your insurance claims for medical & vision services rendered based on the ID cards you present. All efforts will be made to collect your insurance or vision benefits as your coverage is a contract between you and the respective company. Your copayment/coinsurance must be paid at the time of your visit. **You are also responsible for prompt payment of non-covered services and for any balance resulting from an unmet deductible. If paying with a credit or debit card, a 2% processing fee will be applied.** (Copayments, CareCredit and vision therapy are exempt from this fee).

*MEDICARE PATIENTS are responsible for their annual deductible of \$198.00 (January 1, 2020).* Medicare does not remit payment to any physician until your deductible has been met. Your secondary insurance will be billed whenever that is disclosed to our staff. You are responsible for any balance due after Medicare and your secondary insurance pays. Medicare and Medicare Advantage plans do not pay for refraction (the measurement for eyeglass prescription). The fee for refraction is \$44.00 and is payable at the time of your exam. Note that most Medicare Advantage plans pay for refraction but do have copays.

## REFRACTION AND VISION PLAN POLICY

Please inform us of the date of your last routine eye exam, as most insurances allow only one eye exam during a certain time period (1 or 2 years). Some insurance plans do not pay for refraction, which is an important part of your eye exam. If you have separate vision plan, you need to let the office staff know before the doctor sees you. If you do not have vision coverage, you will be responsible for a refraction fee of \$44 and copayment at the time of your visit.

- The only vision plans we accept in our Somers office are VSP, Spectera and EyeMed\* (\*Including Access, Advantage, Aetna and Blue View Vision plans).
- We do NOT participate in EyeMed Select or EyeMed Insight, Block, and \*\*Versant Health vision plans (\*\*Formerly Davis and Superior Vision).
- We no longer accept Health New England Medicare Advantage plans.
- Anthem has not renewed its Medicare Advantage Select HMO plan contracts in 2020 with all eye doctors in the State of Connecticut, so we can no longer accept these plans.

## EYEGLOSS & CONTACT LENS ORDER PAYMENT POLICY

**Payment is required before orders sent.** A 50% Frame discount is given to private-pay patients on the day of the exam (sunglass & safety frames excluded). Since eyeglasses are ordered daily, the lenses are crafted for each patient's prescription, cut to fit the frame selected. Thus, we cannot refund eyeglass payment after the order is placed. Patients who have problems adapting to their glasses or contacts that were purchased here may be rechecked by Dr. Squillace within one month at no cost. If the prescription was filled outside our office, there is a charge for this service based on time spent being evaluated.

*I agree to my financial obligations for services rendered by Dr. Steven Squillace and his staff.*

PRINT NAME: \_\_\_\_\_ of responsible party

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_