

# APPOINTMENT & SERVICE POLICY

## APPOINTMENT POLICY

We coordinate staff after reserving time for you, thus we require 24-hour notice to change or cancel visit. A **\$20 fee is charged if the office is not notified by phone or in person 24 hours before appointment and collected before rescheduling. E-mail notifications are not accepted for this circumstance.** After hours is consult by our doctor via answering service when office is closed. Add a \$15 fee with copay for this service.

## INSURANCE PAYMENT POLICY AND WAIVER

Somers Vision will submit 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. 2% discount is given if paying by cash or check** (Copayments & CareCredit are exempt)

*MEDICARE PATIENTS are responsible for their annual deductible of \$203.00 (January 1, 2021).* 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 typically do not pay for refraction (the measurement for eyeglass prescription). The fee for refraction is \$48.00 and is payable at the time of your exam.

## 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 a separate vision plan, please let the office staff know before your appointment. If you do not have vision coverage, you are responsible for a refraction fee of \$24 per eye + copayment at your visit.

- The only vision plans we accept are VSP and some EyeMed\* (\*Including Access, Advantage, Aetna and Blue View Vision plans).
- We do NOT participate in EyeMed Select or EyeMed Insight, Block, nor \*\*Versant Health vision plans (\*\*Formerly Davis and Superior Vision).
- We do not accept the **Medicare Advantage Plans:** Aetna, Ct Care or Health New England for exams
- Anthem BC/BS did not renew its Medicare Advantage Select HMO plan contracts in 2020 with most Connecticut eye doctors, so we can no longer accept this plan here.

## EYEGLOSS & CONTACT LENS ORDER PAYMENT POLICY

**Payment is required before orders placed.** A 50% Frame discount is given to private-pay patients on the day of the exam (sunglass & safety frames excluded). 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. Contacts unopened/unmarked boxes are returnable. 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 and not billable to insurance or vision plan.

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

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

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