

## Welcome to Griffin & Reed Eye Care

***Our Mission Statement:** We treat our patients like family and will do our best to provide for all of their eyecare needs. When we work together as a team, we provide the ultimate service to our patients.*

**Our goals are to meet or exceed your expectations today without any surprises and in order to achieve this we need to make you aware of our billing policies.**

- ◆ **If you are insured by an HMO**, make sure your primary care doctor and Griffin & Reed Eye Care are affiliated with the same medical groups. Otherwise your insurance company will not pay for the visit and it will be your responsibility.
- ◆ **If you are insured with a vision plan** – authorizations for the exam are needed prior to your appointment. Our staff can obtain these authorizations if you provide them with the plan name & ID or social security number of the insured person.
- ◆ **If you are insured by Medicare or a PPO**, we will need a current copy of your insurance card if you want us to bill your insurance for you.

We will collect the fees for your visit today prior to your appointment. These fees are determined by the insurance companies, this can include your Co-Pay, Refraction, or the percentage not covered by your insurance plan.

If you do not have insurance, the entire exam fee will be collected. We accept cash, checks, Visa, MasterCard & Discover. Unfortunately, we do not accept American Express.

Most medical insurance companies do not cover routine eye exams – If you are being seen due to a medical condition they typically will pay for the medical portion of the exam after you have met your annual deductible. This does not include the refraction. The refraction is the part of the exam where we determine your prescription for glasses or contacts.

We are governed by the rules and conditions set up by the insurance companies. If you are unprepared to pay for your exam today, our staff can provide you with a self-addressed envelope before you leave.

If we do not receive your payment within a timely fashion we will be contacting you by telephone or mail prior to sending your account to a collection agency.

If you are having financial difficulties, you can call our office to set up financial arrangements or fill out a financial hardship waiver form.

If you have any questions about our billing policies please contact our billing department.