



Thank you for choosing Northwest Eye Clinic. Our doctors are committed to providing you with the highest quality of eye care. In order to keep you informed of our current office and financial policies, please read this page carefully and sign acknowledging your understanding of our office and financial policies prior to treatment.

General Office:

All new patients will need to **provide valid photo ID and a current insurance card**. Please note that we cannot file insurance for your services unless we have a card that is current and correct. Each patient will also need to complete a patient registration and medical history form. We will update your demographic information annually, but we will still verify that everything is current at each visit. Please notify us if you move or change your phone number.

For each appointment, you will receive an automated reminder call between the hours of 9 am-11 am one business day prior to your appointment. Please select number **(1)** to confirm or **(5)** to cancel your appointment. **You will receive a follow up call if you do not respond or if you cancel your appointment. If we are not notified in advance of your cancellation, you may be charged a \$ 25.00 cancellation fee.**

As part of your examination, your pupils may be dilated. This may result in blurred vision, which may make driving difficult. We will provide sunglasses for your comfort. If you feel unsafe to drive, please arrange for alternative transportation or ask for further assistance from our staff.

Insurance:

Your insurance policy is a contract between you and your insurance company. Northwest Eye Clinic is contracted with most major **medical** insurance companies and we will bill your insurance plan for you as long as you provide us with correct information. Please note that we are **not contracted providers for most vision insurance plans** (VSP, NBN, Eye Med, and Superior Vision are examples). It is the responsibility of the patient to check with their insurance company prior to their appointment regarding coverage, referrals, deductibles, eligibility questions and to determine whether or not our doctors are participating or non-participating providers.

All Co-pays are due prior to seeing the doctor, as per the contract with your insurance company. Please be aware that some services may be considered a non-covered service or not medically necessary under your insurance plan. Once we have billed your insurance company, it is your responsibility to follow up with them regarding outstanding claims. You, as the patient, you are ultimately responsible for payment for services provided.

MEDICARE PATIENTS: The refraction portion of your exam (the test to determine your glasses prescription) is never covered by Medicare. You will be asked to pay this portion of the exam at the time of service, if your supplement or Medicare Advantage plan does not cover the refraction.

Payment Policy:

Unless we are billing your insurance, **payment in full is due at time of service**. We accept cash, check, and Visa, MasterCard, Discover and/or debit cards. Private Pay patients must pay in full for visits at the time of service. Returned checks will be assessed a \$25.00 fee. If your check is returned from the bank, we may not accept a check as payment on your account. Future payments may be required to be made with cash, money order or credit card.

By signing our registration form you are acknowledging acceptance of this policy and agree to allow Northwest Eye Clinic to bill your insurance of record.