

**Dr. Derek Long and Associates
Maumelle Eye Care and Eye Exams Inc.**

Office Policies and Financial Policies

1. Payment for all professional services is due on the date of service. This includes copays, past due balances, and exam fees.
2. Our office will file our patients insurance for them as a courtesy to them. Patients are responsible for all copays, deductibles and coinsurance that are not covered by insurance.
3. There are two types of insurance. Vision and Medical. Vision insurance is for routine eye exams, contact lenses and eyeglasses. Medical insurance is used for medical services that include services not covered under "Routine". Most common medical diagnoses for eyes include glaucoma, macular degeneration, and cataracts. There could be others. Medical diagnoses are determined by the doctor and the treatment plan needed.
4. Some insurance does not cover the Refraction portion of the exam which is the finding of your prescription. There is a \$40 charge for this service due at the time of service.
5. New patients are to arrive 15 minutes prior to scheduled appointment time otherwise we may have to reschedule your appointment to ensure we stay on time for all patients.
6. Contact lens wearers will be responsible for a corneal evaluation (contact lens fit) at each exam. Patients will be responsible for any balance over the vision insurance copay/allowance.
7. It is the patient's responsibility to provide all insurance information prior to the appointment to ensure we can bill the appropriate insurance and charge the appropriate copays.
8. Dr. Derek Long and staff will not become involved in disputes between you and your insurance company regarding deductibles, coinsurance and copays.
9. Patient's must have a \$0 balance to receive any copies of their personal records including but not limited to eyeglass and contact lens prescriptions.
10. Patients not using vision insurance can take advantage of our time of service discount and receive an eye exam for \$105 which is due at the time of service.
11. Any made to order items such as prescription glasses or specialty contacts are subject to restocking fees if orders are canceled after an order has been placed
12. If there is an issue with eyeglasses we will recheck the prescription within 30 days and remake at no charge. All glasses will come with a 1 year manufacturer warranty. Our lenses when purchasing an Anti-Reflective coating will offer a 2 year 2 time replacement warranty on lenses.
13. Patients may bring in their own frames to use for new lenses at their own risk. We are not responsible for any damage done during the process of inserting lenses or adjusting the frames.

I have read and understand the above information regarding my financial obligations to Dr. Derek Long and Associates and give permission to have the office file my insurance on my behalf.

Patient Name(Printed):

Date:

Signature of Patient or Legal Guardian:

