



PROFFITT EYE CENTER
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**NEW PATIENT APPOINTMENT CONFIRMATION
AND FINANCIAL POLICY NOTIFICATION**

Dear Patient:

Thank you for selecting Proffitt Eye Center for the care of your eyes. The entire staff of our specialty group would like to welcome you to our office. We will make every effort to satisfy your needs. During your visit, please feel free to ask any questions about your eyesight. We will be glad to answer those questions and provide you with additional written information that we have available.

I have enclosed the following:

- An Assignment of Benefits form
- A Medical History Questionnaire
- A Medication Card
- Information about our *Optional Payment Plan* program

Please take a few minutes to fill out these forms and return them to us at the time of your appointment.

Please also bring the following with you to your appointment:

- Your insurance cards
- Your prescription drug card (Medicare Part D)
- Your driver's license or other photo identification card

If the photo ID does not show your current address, please also bring a utility bill or other correspondence showing your present residence. We need to do this as part of our *Identity Theft Prevention and Detection and Red Flags Rule Compliance* program. We understand these additional procedures can be inconvenient but they're necessary to comply with federal requirements that help assure we don't allow someone to fraudulently use another person's identity.

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You may expect your first visit to last 45 to 60 minutes. **It is likely that use of dilation drops will be necessary and it is advisable to have a designated driver. These drops may also cause sensitivity to light, because of this sensitivity sunglasses should be worn. Disposable sunglasses are available free of charge at our check out desk.**

The best medical care can be provided only on the basis of mutual understanding. We encourage you to discuss any questions you may have regarding our policies with our billing staff. In order to make your financial obligations to our office and keep the necessary insurance paperwork as simple as possible, we ask that you observe the following policies:

PRIVATE INSURANCE CARRIERS

Payment is expected at the time of service for all procedures unless prior arrangements are made. Services covered by an insurance company with which we have a participating agreement will be billed, but you are ultimately responsible for this bill. As with any other business, it is necessary for us to receive payment for our services to ensure we can continue to provide these services to you.

MEDICARE AND OTHER HEALTH INSURANCE PLANS

Our office participates (accepts assignment) with the Medicare program, many of the Medicare Advantage plans, and a variety of health insurance networks. We'll ask you to sign a form authorizing us to file insurance claims on your behalf. You are responsible for applicable co-payments and deductibles before the visit.

Medicare does not cover routine eye exams, visual field tests required for driver's license forms, or refractions (the portion of the exam performed to determine if you need a change in eyeglass prescription) and so payment for these is requested at the time of service.

PAYMENT OPTIONS

Our primary mission is to deliver the finest and most comprehensive health care available. In addition, we are also dedicated to making top-quality care as cost effective as possible. Our office doesn't accept incremental payments, but to assist you with your healthcare investment, we provide the following payment options:

1. Cash—including personal checks, bank debit cards, and money orders
2. Discover, MasterCard, and VISA
3. For balances over \$300 we offer CareCredit—this financing program offers a separate line of credit to cover you and your family members' healthcare needs through flexible financing options and no annual fees or prepayment penalties.

If CareCredit is your preferred option and your application for credit is approved, you can begin any necessary treatment immediately and spread the payments over time. For more information ask our staff for a CareCredit brochure.

UNINSURED SELF-PAY PATIENTS

We do provide care for patients who do not carry medical insurance. In this situation, payment for in-office charges is due at the time of service and payment is due prior to any elective surgical procedure.

REFRACTION POLICY

The refraction portion of the eye exam is performed to determine if glasses, or a change in your current spectacle correction, will provide the best possible vision of the eye. A written prescription is given if this would be helpful in improving the individual's visual acuity level. Please be aware and informed that you may be refracted as part of the eye examination, and that most insurance plans, including Medicare, do not cover this portion of the examination. Therefore, payment is expected at the time of service.

CODING GUIDELINES FOR ANNUAL EXAMINATIONS

The Center for Medicare and Medicaid Services (CMS) has made significant changes to the coding guidelines we are required to use. Please note that routine exams will be coded as such. We are not allowed to select a code based on your insurance company's reimbursement policies. Please let us know if you have any questions.

WORKERS COMPENSATION

We will file your claim with Workers Comp if you provide us with information regarding your employer.

BILLING

If billing is necessary, a statement will be mailed to you that is due within 30 days. Charges and payments for services received during the last few days before your billing date may appear on the following month's statement.

*Please bring all health insurance information with you. **We will need a copy of any insurance cards for our records. We will also need to copy your driver's license as proof of identification.** If you have any questions regarding Medicare and insurance policies and procedures, do not hesitate to ask. We will do our best to assist you.*

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