

Thank you for choosing Precision Eye Care as your eye healthcare provider. We are committed to providing you with the best eye care available!

Financial Policy

- Full payment is due at the time of the appointment for services not billable to insurance. Payment in full is required without prior proof of insurance.
- We will bill insurance with the information provided at the time of your appointment. If you have any questions regarding coverage, it is your responsibility to contact your insurance company.
- We transfer responsibility to you after we have had a response from your insurance company. If an insurance payment has not been received within 90 days from the date of service, the bill becomes your responsibility.
- If an insurance balance is determined to be the patient's responsibility, the patient will receive a text notification with details of the balance and a secure payment link. Payments can also be made over the phone, in person, or through our website for added convenience.
- Personal accounts over 90 days will be turned over to our collection agency.
- Any outstanding balance on the account after 90 days will accrue interest at an annual rate of 18%. Additionally, you will be responsible for any reasonable costs associated with the collection of past-due balances. Accounts referred to a collection agency will also be subject to a \$25 processing fee.
- Only one vision plan may be used for exam/materials per visit, per patient. The vision plan to be used must be chosen before the exam occurs and cannot be changed after the exam/purchase.
- We facilitate filing your claim to your insurance company; however, we cannot guarantee coverage, payment or reimbursement. Ultimately, any balance due is your responsibility.
- It is important to read the explanation of benefits (EOB's) sent to you from your insurance company. This will explain why certain charges were not covered.
- All products must be paid in full before they are ordered. All past due balances must be paid in full before any prescriptions can be released or ophthalmic products are dispensed.
- Precision Eye Care is not responsible for damages to frames and/or lenses no longer under warranty or not purchased from our office.
- If a valid insurance policy is not provided at least 72 hours before the exam, a credit card must be placed on file. The credit card information must be provided during check-in for the exam.
- A cancellation fee of \$25 will be applied if a patient cancels or reschedules an appointment within 24 business hours, or if there have been multiple instances of no-showing for scheduled appointments.

Custom Product Policy

Prescription glasses and sunglasses are custom-made and are not returnable or refundable. We will make every effort to adjust or remake glasses to ensure they work well for you.

Contact Lens Returns

Unopened, unmarked boxes of contact lenses may be exchanged within 3 months of purchase with a \$25 restocking fee.

Refraction Policy

You may be refracted as part of the eye examination. The refraction is performed to determine if a change in your current prescription will improve your vision. Some insurance plans, including Medicare, do not cover the refraction portion of your exam.

