

Practice Policies

1. Patients are responsible for providing Fisher-Swale-Nicholson Eye Center (FSNEC) with current insurance information, address, phone number and email. Any claims denied for insufficient/incorrect information will be the patient's/parent's/guardian's responsibility.
2. Insurance cards and photo ID cards must be furnished at every appointment.
3. Patients are required to have all required insurance documents such as referrals, authorizations, etc. for their appointment or the appointment will be rescheduled after we receive these documents.
 - a. Patients who do not have these documents also have the option of being seen but on a self-pay basis and must fill out a self-pay agreement form.
4. Verifying insurance coverage and the network status of the doctor who they will be seeing is the responsibility of the patient.
5. FSNEC does not participate with **ANY** vision plans and will not bill or submit any charges or paperwork to these plans for any reason. Detailed receipts will be mailed to patients upon request.
6. Co-Pays, deductibles, account balances and refraction charges are due at the time services are rendered or the appointment may be rescheduled. Please be aware that payments collected for deductibles, co-insurance and procedures are estimates. Accounts will be reconciled after claims have been processed. Any remaining balances may be billable to the patient. In the occurrence of an over-payment a refund would be issued to the patient. \$45 Refractive examinations are not a covered service by most insurance companies, including Medicare. Payment plans are offered for high account balances.
7. All balances should be paid in full before any optical products can be purchased.
8. Our office requires a 24-hour cancellation notice. Failure to call or no-showing of an appointment will result in administrative fee of \$25 that is not billable to insurance. No-showing a surgical or dry eye clinic appointment will result in a \$75 fee. Proof of cancellation for surgical and dry eye appointments will be required. Staff member spoken to as well as the date and time of the call must be presented as proof.
9. All appointments have a 10 minute grace period for tardiness, any patient over 10 minutes late may need to be rescheduled.
10. FSNEC does it's best to make courtesy phone calls to remind patients of upcoming appointments but are sometimes unable to provide such services. Lack of a reminder phone call does not cancel the above no-show policy.
11. All returned checks will be charged an administrative/non-sufficient fee of \$25 and the account will be placed on a cash/card only basis.
12. Invoices are due upon receipt of the statement. If an account balance goes 60 days with no correspondence from the patient, FSNEC will assume there is no intention to pay the balance and the account will then be placed for collections. If FSNEC is forced to turn the account over for collections the responsible party will be responsible for the additional collection fees.
13. There will be a fee for each form that needs to be filled out by FSNEC office staff. These fees will start at \$10 but could be more based on the complexity or requirements of the forms. This process may take up to 14 days.
14. Following the guidelines of the Illinois General Assembly, there will be a fee for the copying of medical records. Records released to the patient will incur a \$25 fee payable by the patient or responsible party. Records released to another provider's office will be no charge as a courtesy to the patient. This process may take up to 14 days.
15. All prescription refill requests need to be faxed to FSNEC by the pharmacy in which the patient wishes to use.

By signing I am agreeing that I have read and understand the practice policies.

Patient/Legal Guardian Signature

Date