

Comprehensive/medical exam & office policies page 1 of 2

Nonrefundable Services

Professional services, products, glasses, and contact lenses are nonrefundable.

Vision vs. Medical Visits

A routine vision exam is for evaluating vision and updating glasses or contact lens prescriptions. It does not include evaluation, treatment, recommendations, reports, medication management, or medical advice for eye health conditions.

Based on your symptoms, concerns, or examination findings, your visit may be considered medical rather than routine vision care. If medical conditions are identified, discussed, or evaluated, such as cataracts, diabetes-related eye concerns, dry eye, red eyes, infection, or other ocular health conditions, the visit may be billed to your medical insurance.

Patient-Paid Testing & Services

Refraction (\$60) and Optomap retinal imaging (\$44) are patient-responsible charges and are not covered by medical insurance.

Insurance & Benefits

Benefits quoted by our office are estimates only and are not guarantees of payment. Network status and coverage vary by individual plan and product. Patients are responsible for confirming their coverage and for all copays, deductibles, coinsurance, noncovered services, and balances remaining after insurance processes the claim.

We do not bill secondary insurance but will provide an itemized receipt for you to submit.

Payment Authorization

I authorize payment directly to The Eye Team, PC, of benefits otherwise payable to me and assign those benefits to The Eye Team, PC. I authorize Eye Candy Optical to charge my card on file for balances remaining after insurance processes unless other payment arrangements have been made.

Returned payments, insufficient funds, or reversed transactions may incur a \$50 processing fee.

Collections

Accounts that remain unpaid may be referred to a collection agency. To the extent permitted by law, the patient may be responsible for collection-related costs and fees.

Cancellation Policy

Eye Candy may charge up to \$150 for missed appointments or cancellations with less than one week's notice. The credit card on file may be charged for applicable cancellation or missed-appointment fees.

Prescription Rechecks:

Glasses Purchased From Eye Candy Prescription or glasses rechecks requested more than 60 days after the examination are subject to a \$75 minimum recheck fee. Depending on the concern and time elapsed, a new examination may be required.

Glasses Made Elsewhere

Troubleshooting glasses made by another optical using a prescription from our office is subject to a \$150 troubleshooting fee plus any applicable examination fees when requested within 60 days of the examination.



4735 Point Fosdick Dr NW Suite 300
Gig Harbor WA 98335
Phone: (253) 432-4303 Fax: (253) 590-0578
www.eyecandy-optical.com
office@eyecandy-optical.com

Comprehensive/medical exam & office policies page 1 of 2

Contact Lens Evaluation

An updated contact lens prescription requires a separate contact lens evaluation. Fees start at \$135 and include the evaluation, necessary trial lenses when available, and follow-up visits required to finalize the prescription.

Follow-up visits must be completed within 60 days of the original examination. After 60 days, a new comprehensive examination and contact lens evaluation fee may be required.

If you decide after today's examination that you would like a contact lens prescription, you may schedule the contact lens evaluation within 60 days and pay the applicable evaluation fee. After 60 days, a new comprehensive examination will also be required.

Trial Contact Lenses

Not all contact lens brands or parameters are available as trial lenses. When appropriate trial lenses are unavailable, lenses may need to be ordered to complete the evaluation.

Changing Lens Types

If you choose to change lens modalities after your evaluation has begun, such as spherical to toric, multifocal, monovision, or another specialty design, an additional \$30 evaluation fee applies. There are no refunds or credits for changing to a less expensive lens design.

Brand-Specific Prescriptions

Contact lens prescriptions are issued for the specific brand and parameters evaluated by the doctor. Changing to another brand requires a new contact lens evaluation and applicable evaluation fee.

Medical Eye Conditions

The contact lens evaluation fee does not include evaluation or treatment of eye disease or medical conditions such as redness, dryness, irritation, infection, allergies, corneal injury, or other ocular health concerns. Medical evaluations and treatment are billed separately and may be submitted to medical insurance.

Contact Lens Orders & Shipping

After the prescription has been finalized, contact lens orders for less than a one-year supply are subject to a \$15 shipping fee.

Prescription Expiration

Contact lens prescriptions are issued in accordance with applicable federal and Washington State requirements and expire on the date indicated on the prescription.

OUR INDEPENDENT PRACTICE

We are a fiercely independent private practice, not owned by or affiliated with a corporation, corporate optical chain, or vision plan. We personally select our frames, lenses, and treatment options based on quality, performance, and what we believe is best for our patients rather than corporate contracts or product requirements.

Because we are independent, we are out of network with vision discount plans such as VSP, EyeMed, Davis, Spectera, BlueView, and others. Payment is due at the time of service. When possible, we will submit an out-of-network claim on your behalf. If we are unable to do so, we will provide the documentation needed for you to submit your claim.



4735 Point Fosdick Dr NW Suite 300
Gig Harbor WA 98335
Phone: (253) 432-4303 Fax: (253) 590-0578
www.eyecandy-optical.com
office@eyecandy-optical.com