



NeuroVisual Specialists of South Sound

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What is binocular vision dysfunction, or BVD?

Short answer: It is an eye misalignment, sending conflicting information to the brain.

Long answer: To see things clearly and without confusing our brains, the 2 eyes are supposed to point to the exact same point in space. But if the eyes don't do that because they are misaligned, whether due to a muscle or nerve issue or a TBI/concussion, now the brain is receiving 2 different pieces of information that it tries to match together. This mismatch then causes the eyes and the brain to struggle....Dr. Kandi says the eyes and brain are in a relationship—and we know what relationships can be like 😊. The relationship struggles cause anxiety, headaches, migraines, motion sickness, difficulty reading or walking, & more.

How do I know if I have BVD?

Fill out the free BVDQ assessment [here](#). Results go directly to Eye Candy and we respond via text, email, and/or phone call. A score of at least 15 means you may have BVD and you need a neurovisual, or BVD, exam from us. We are the first NeuroVisual clinic in Washington, and 1 of 2 in the state. Or you can call us and discuss your symptoms and concerns. We are happy to listen to you, even if you don't make an appointment: 253-432-4303

How did I get BVD?

You could have been born with it and suffered your whole life, but didn't put the pieces together until you were an adult. Or you had a brain injury/concussion (or 2) that knocked things out of whack. Or as you got older your eyes and brain couldn't compensate like they could when you were stronger & younger. Or you have another disorder, like Ehlers Danlos Syndrome, which affects the connective tissue that controls the eyeballs.

How is this corrected?

We use Theralenses®, which are engineered *specifically* for your Binocular Vision Dysfunction diagnosis. Their innovative microprism design is customized for you & is more precise than standard lenses. These lenses bend the light in the glasses so your brain thinks the eyes are looking at the same point in space. NO MORE MISMATCH 😊. Theralenses® are key to your treatment. Learn more about Theralenses® [here](#).

Is this found at my normal eye exams?

Nope. Standard exams are designed to check how clearly you see, eye health, and basic eye coordination. However, BVD involves much more subtle misalignments between the eyes that require specialized testing beyond the typical eye chart. And if a misalignment is found, no one understands how to prescribe prism like Dr. Kandi.

How did you learn about this?

After getting her optometry degree in 1999, Dr. Kandi later attended training at the NeuroVisual Medicine Institute (NVMI) in Michigan. She also attends conferences and webinars to stay current.

Why has no other eye doctor told me about this?

If you are 20/20 and you have no eye disease, they think their job is done. They also don't know about this specialty...learning any specialty requires the doc to want to learn more and to seek further training. Dr. Kandi used to do *only* "normal" eye exams so she understands why few know about this.

I found another office that says they test for binocular vision or BVD, can I see them?

If they are not trained at NVMI, they will not understand the subtleties of diagnosing and correcting BVD like we can. *We are the first office in Washington and only 1 of 3 Washington that really understands BVD.* This is completely different & more comprehensive than Neurolens. We do not use vision therapy.

But I'm always told I see 20/20 and nothing is wrong. Why?

Seeing 20/20 has nothing to do with eye misalignment. 🤖

Will vision therapy treat it?

Vision therapy *might* help some symptoms associated with BVD, but it is months of treatment that costs thousands of dollars. With us, it takes 2 appointments and Theralenses®.

How many appointments will I need? Why are they so long?

The initial examination is about 90 minutes. You have the entire time with Dr. Kandi, and you can tell her all of your problems, other doctors you've seen, treatments you've tried....she's great at listening and will not think you are crazy. The exam includes the basic vision tests plus the special BVD tests, so regardless of BVD outcome you will get an eye health check and traditional glasses prescription. The BVD prescription we find at that visit is a tentative prescription.

As you wear the Theralenses®, you will experience progressive relaxation of your brain and your eyes since they don't have to struggle anymore. We often find we then need to change the prescription, hence the need for the 2nd exam.

The 2nd progress examination is about 40min, again all with Dr. Kandi, and only needed if you find BVD at the initial exam. Dr. Kandi will again listen to you, redo some tests, and finalize the Theralens® prescription. After that you need yearly BVD exams with us.

- For all visits, you will most likely NOT be dilated, we take retinal pictures to assess health, and we do NOT do the air puff! Expect to have fun and laugh, while some patients cry when telling their stories. We are ready for all of it.

How often will I need to change the prescription in my first pair of Theralenses®?

You usually only need 1 change, but we've had a few patients need 2 or more. You won't be charged full price for a new set of lenses if they're remade within the allowed time frame.

Can you guarantee this will work?

If any doctor guarantees anything, RUN the other way. The body is constantly changing and everyone responds differently to stimuli and treatment. We can confidently say our patients achieve 50-80% reduction in symptoms. Many can drive again, discontinue migraine medications, or simply function “normally.” Honestly, there have been a few patients that we cannot help, and we are just as frustrated as they are when that happens. BVD is often just one piece of a puzzle.

How much does it cost? Why is it billed to medical insurance and not my vision plan?

Patients with BVD have medical complaints, like dizziness, anxiety, and headaches. Discount vision plans only pay toward basic vision exams, not our long BVD exams. We will bill the medical plans, and the patient pays the copay, deductible, and tests not covered by insurance...we estimate that to be \$250-350, but we will never know until insurance pays, which can be months after the appointments. If we are not billing insurance, effective July 1, 2025, our prompt pay fee for the first exam is \$650 if paid with credit, \$600 with cash. The progress exam is \$550/\$500. **Fees are subject to change without notice.**

What medical insurance do you take?

Medicare, United Health Care, most Blue Cross and Regence plans. Other plans often have out-of-network benefits so you can submit for reimbursement. If yours isn't listed, CALL us and we will look it up. We do not accept Ambetter, Molina, Apple Health, or any medicaid plans. We also accept CareCredit and Cherry Financing so you have up to 6 months, no interest.

Why do you need a deposit?

Since we are booked out for 6-8 weeks, we require a \$150 deposit to hold your appointment time. That is applied to any costs at the time of the exam. If you cancel or reschedule with more than 7 days notice, that is refunded; less than 7-days notice, it is non-refundable.

Do I have to wear the glasses all the time? Can I wear contacts?

Yes. Your eyes are misaligned 24/7, so you need to wear the glasses 24/7 (well, kind of). Contacts are not an option for most BVD patients, so best to assume you cannot.

How will I know if they are working?

Your symptoms will decrease and your BVDQ score will go down. Some patients know they are working if they feel worse when they remove the glasses.

How do I prepare for my appointment?

Wear glasses, not contacts. Bring in glasses that don't work, it really helps us to know what isn't helping. A few weeks before the appointment we will email you the paperwork. Download the PDF, fill it out, and email it back to us in advance of your appointment. Based on your answers, we may have a few short forms to do when you arrive. We also need pics/scans of the front and back of your medical insurance card.

Do I need a referral?

Some medical insurances require you to get a referral from your PCP before you can see us. It is your responsibility to know if you need a referral, and YOU are responsible for getting it sent to us before your appointment, otherwise you will pay the entire bill at the visit. Your physician can fax it to 253-590-0578. We are happy to help, just call us.

Will you see kids with BVD? What about wheelchair patients? Neurodivergent?

Dr. Kandi will see kids aged 12 and up for BVD. Her oldest patient with BVD is 90-something. We will absolutely see wheelchair-bound patients...please let us know when scheduling so we can prepare. Many of our patients with BVD are neurodivergent 🧡.

I've seen lots of buzz about EDS, POTS, & autism also being linked to BVD. Why?

EDS affects your connective tissue, and your eyes are connected to your body via connective tissue, so it stands to reason that if you have wonky connective tissue, your eyes may be misaligned. As for autism & POTS, we don't really understand why they are correlated. So when you come to us, we see the full picture, not just isolated symptoms.

How can I learn even more about Theralens®, BVD, and NeuroVisual medicine?

This site is the one-stop website for all things related to these topics. Learn more about Theralenses® [here](#).

Do you ONLY see BVD patients?

Good golly, no. We see "normal" vision patients and medical patients (glaucoma, cataracts, diabetes, & more). We have specialized equipment BVD patients probably won't use, but we have it just in case.

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