

## **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?**

First fill out the free BVDQ test [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.

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 concussion (or multiple) or TBI and that knocked things out of whack. Or as you get older your eyes and brain can't compensate like they could when you were younger.

## **How is this corrected?**

We use a special aspect of a prescription called PRISM. Prism bends the light in the glasses so your brain thinks the eyes are looking at the same point in space. NO MORE MISMATCH 😊

## **Is this found at my normal eye exams?**

Nope. At normal exams we might test for large misalignments. And if a misalignment is found, no one really understands how to prescribe prism like Dr. Kandi.

## **How did you learn about this?**

Dr. Kandi attended training at the NeuroVisual Medicine Institute (NVMI) in Michigan. She had gotten tired of not being able to help patients with the vague symptoms for which she had no answer.

## **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 out training. Remember, she 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. This is completely different & more comprehensive than Neurolens.

### **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 BVD, but it is months of treatment that costs thousands of dollars. With us, it takes 2 appointments and special prism glasses.

### **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 glasses prescription. The BVD prescription we find at that visit is a tentative prescription.

As you wear the glasses, you will experience progressive relaxation of your brain and your eyes since they don't have to struggle anymore. We often find we need to change the prescription or the prism, hence the need for the 2nd progress exam. *You are NOT charged again for the lenses unless you add or change something.*

The 2nd progress examination is up to 1 hour, 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, possibly change the prescription, and finalize the prescription.

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 can I change the prescription in the lenses?**

You usually only need 1 change, but we've had a few patients need 2 or more. Your first prescription adjustment must be within 3 months of the original BVD examination to ensure the lenses are redone at no charge to you. You have until 6 months after the original examination for ALL changes to be at no charge to you. After those times, you may be charged full price for any lens changes. (You will be charged if anything is added to the lenses.)

### **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.

### **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 \$150-250, but we will never know until insurance pays, which can be months after the appointments. For patients without medical insurance, the prompt pay fees are \$502.25 and \$434.

### **What medical insurance do you take?**

Medicare, United Health Care, most Blue Cross and Regence plans, HMA, Cigna, Pacificsource, First Choice. We are in-network with TriCare but they pay little so most is paid by the patient. Other plans often have out-of-network benefits and it works very well, like Aetna and Humana. If yours isn't listed, CALL us and we will look it up (Kaiser, MODA, Lifewise, PacificSource, & more). 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?**

We require a \$95 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. We are currently booked out for 2 months, so our appointment time is valuable.

### **Do I order the glasses from you?**

We can guarantee our lenses are 100% correct so that is what we recommend. We are prescribing small amounts that may be close to tolerance, which means they can be off a bit and be "good enough"...in our office we don't tolerate tolerance. *"Good enough" could mean your glasses are wrong and cause you MORE problems.* Our frames and lenses also come from **other small companies**, often made in America. We do not support the huge corporations.

### **Do I have to wear the glasses all the time?**

Your eyes are misaligned all the time, so yes. Now, God will not smite you down if you don't wear them, but you may feel lousy for that time.

### **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. About a week or 2 before the appointment we will email you the paperwork. Download the PDF, fill it out (Dr. Kandi spent a lot of time making the PDF fillable so it better work LOL), 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.

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

Dr. Kandi will see kids aged 13 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 🧡.

### **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 you probably won't use, but we have it just in case.