

About Your Insurance

There are two types of health insurance that will help pay for your eye care services and optical products. You may have both types and Eye Boutique Optometry accepts most insurance plans in both categories: 1) Vision plans (such as VSP, EyeMed and others) and 2) Medical insurance (such as Blue Cross/Blue Shield, Medicare and others).

- Vision plans only cover routine vision wellness exams, along with eyeglasses and contact lenses. Vision plans do not cover medical eye care (the diagnosis, management or treatment of eye health problems).
- Medical insurance must be used for medical eye care.
- If you have both types of insurance plans it may be necessary for us to bill some services to one plan and some services to the other. We will follow a procedure called coordination of benefits to do this properly and to minimize your out-of-pocket expense.
- If some fees are not paid by your insurance, we will bill you for them, such as deductibles, co-pays or non-covered services as allowed by the insurance contract.

Please provide your insurance cards to our staff member so we can make a copy. We need to have your medical insurance or Medicare card on file for future billings to your insurance. We will always notify you and get your approval before we bill any insurance plan.

Refund Policy

Professional fees, such as exam fees or contact lens fitting fees, represent payments for services that were rendered (even if not successful) and are not refundable.

Eyeglass lenses are custom made devices and **are not refundable**, but we will be happy to correct any problems you may experience (within 30 days of your purchasing date). See the section below on Doctor's RX changes for more information.

Any Custom Contact Lenses, Frames, Eye Drops, Solutions and Medical Supplies are not refundable.

Prepackaged contact lenses (Not custom) may only be returned in the original packaging is not opened or written upon (within 30 days of your purchasing date). There will be \$25 restocking fee.

Eyeglasses RX Changes Policy (There may be an extra refraction exam charge if prescription is older than 6 months)

- **For prescription by doctors at Eye Boutique Optometry:** An office visit to recheck the prescription will be provided and exchanges to new lenses will be made one time at no charge within 30 days of purchasing. Recheck visits and remake the lens after 30 days will be charged the usual fee.
- **For prescription written by other doctors:** Eyeglass lenses will be remade one time at no charge if the prescribing doctor provides a new prescription in writing within 30 days of purchasing. RX changes after

one free remake or after 30 days will be charged the usual lens price.

● **If the Eye Boutique Optometry prescription is filled elsewhere** and RX change is needed, we will be happy to recheck your prescription one time at no charge within 30 days of your first visit, but Eye Boutique Optometry will not be responsible for any charges incurred. Most reputable optical dispensaries allow doctor RX changes one time at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

● **Online Prescription Eyewear Order:** We cannot guarantee your online prescription eyeglasses will be great. The lenses need to be centered on your pupils, so if the measurement is off, you may not get the perfect vision you are hoping for. If any human/electronic error we could make, we will gladly do one time recheck at no charge within 30 days of your exam, but Eye Boutique has no liability to remake your lenses. Please check return/redo policy carefully if they offer you one-time RX exchange before you purchase your eyewear online.

● **All Progressive addition lenses** (No-line multifocal) have a slight optical distortion in the outer portion of the lens, which can make some objects appear bowed or curved, or can cause a feeling of motion when the head is turned. The reading zone of progressive lenses is wide enough for most purposes, but it may be narrower than other bifocal styles. While most people are not bothered by these characteristics, some will find it unacceptable even after one to two weeks adaptation period. If you cannot adapt to progressive addition lenses, we will make new lenses one more time in other design that you wish within 30 days of dispensing. Since the original lenses were a custom prescription item, there are no refunds of the difference in cost if the remade pair is of lesser value.

Making New Lenses for Patient's Own Frame

We are very careful when handling, disassembling, and re-assembling lenses into patient supplied frames. However, there are many factors that may cause a frame to break or damage to occur which are not apparent at the time of the order. Therefore, we cannot be held responsible for breakage or damage to patient's own frame and are unable to accept responsibility for loss in transit (i.e. to or from our optical lab).

In the case of a broken frame we offer our sincerest apologies, but it is a risk that cannot be avoided.

In the event of a frame breakage or loss, we will offer the remedies as described below.

Remedies available if a frame is broken or lost

In the rare occasion that frame breakage occurs, we will offer the patient the choice of the following options:

- free frame from our \$120 TOP frame collection, or
- 25% discount on any frame in stock, or
- you may bring in another frame to use

In most cases we cannot refund the lens purchase as the lenses have already been custom-made for your prescription. An alternate frame is required to complete the job.

Patient Signature

Date