



Thank you for choosing Crossroads Eye Care Associates, Ltd. for all your eye care needs. We look forward to seeing you at your upcoming appointment and to providing you the best standard of care available!

DO YOU HAVE INSURANCE?

There are two types of insurance when it comes to your eye care. Medical insurance covers visits that are for medical purposes such as cataracts, diabetes, glaucoma, eye infections, eye injuries, etc. Vision insurance covers vision examinations and, depending on the plan, might cover contact lens examinations, eyeglasses and contact lenses. (*Please note:* The vision examination and the contact lens examination are separately billable items.) Each insurance plan differs in what it will cover and when benefits are available.

It is your responsibility, as the patient/insured, to know which insurance you have and what your benefits are. This will eliminate any confusion when you come for your visit. Please be sure to bring all insurance cards with you to your appointment. If you have questions regarding your coverage, we recommend that you call the customer service number located on your insurance card.

WHEN IS PAYMENT DUE FOR A TREATMENT OR VISIT?

Payment is due at the time of service for all known balances and co-payments. When placing an order for contacts, payment is due at the time the order is placed. We accept Visa, MasterCard, Discover, cash and personal checks. We also offer financing thru "Care Credit" for those who qualify.

WHAT IF YOUR CHECK BOUNCES?

Any checks returned for insufficient funds are subject to a \$30 returned check fee. This fee will be added to your previous balance and the new total will be due immediately. Payments made after an NSF will only be accepted in the form of cash, cashiers check or credit card.

WHAT IF YOU DON'T PAY YOUR BILL?

If, after three (3) billings statements your account is still not paid, we will turn your account over to a collection agency. In cases of hardship, payment arrangements can be made by contacting our billing department.

WHAT IF YOU DO NOT SHOW UP FOR AN APPOINTMENT?

Your reserved time slot is valuable and we require 24 hours notice for cancellations so that someone else may be treated in your place. Without your advanced notice of cancellation, a time slot is wasted that could have been assigned to treat someone else. We reserve the right to charge a \$25 No Show fee for habitual offenders of this policy.

Patient Signature

Date