

Hollingshead Eye Center and SurgiCare Center of Idaho LaserCare Center of Idaho

BILLING POLICY AND INSURANCE INFORMATION

The doctors and the staff at Hollingshead Eye Center/SurgiCare Center of Idaho are committed to providing the best possible care for our patients. In order to ensure high quality customer service, we would like to inform you of our office billing policies and share some facts about medical and vision insurance.

PAYMENT:

Due to insurance contracts, it is our policy to collect the insurance co-payments, co-insurance and deductible amounts at the time of service. There will be a 3.5% processing fee added to Credit or Debit card payments. There are no fees if you pay with a check or cash, please note change may not always be available.

For patients without vision or medical insurance coverage, discounts and short-term payment arrangements may be available, but need to be discussed prior to your visit. Outstanding balances after the second billing statement could generate an automated phone notification of past due balance and may subsequently be sent to an outside billing or collection agency. Short term payment plans may be available upon request.

INSURANCE BILLING:

There are many types of health insurance carriers who provide many different types of medical and vision coverage. Because of this, it is impossible for us to know specific coverage and benefits for all of our patients. This office will do its best to obtain your benefit information while you are here; however, should questions arise regarding your benefits it is best for you to contact your insurance company directly. As a courtesy we will bill any medical insurance provided by the patient. **In the event the insurance does not pay, the patient is ultimately responsible for the charges.**

Hollingshead Eye Center and SurgiCare Center of Idaho **are contracted** with most medical insurance plans in Idaho and some in Oregon. Please call us if you have questions or are unsure as to whether or not we are contracted with your individual insurance. It is often best for you to contact your insurance company directly.

Being a contracted provider with an insurance carrier means that our office has agreed to charge the patient a contracted rate for services provided. If our fee schedule is above this amount, we will write off the difference between our fee and the contract rate. In the event we are not contracted with your insurance, we will file the claim and accept payment from them. However, you will be responsible for out of network costs. In these cases, patients may also be responsible for any fees that are considered above “usual and customary” with a non-contracted carrier.

VISION vs. MEDICAL INSURANCE: Depending on your insurance policy patients may have separate vision coverage through a different insurance company. We are not in network with most vision plans. Refraction exams are usually covered only under Vision insurance plans. The doctors and staff at Hollingshead Eye Center/SurgiCare Center of Idaho know that insurance issues can be confusing and at times frustrating. Please do not hesitate to ask questions. We will do our best to help you in any way possible.

Refraction Exam:

Refraction is a test to determine if you need glasses or establish the general health of your eyes. Refraction for the purpose of determining a prescription is billed separately from a medical office visit as it is considered a routine service by most medical insurance companies including government plans. When you have requested, the doctor will write a prescription for glasses and you will be charged a fee in addition to the exam.

Refraction Fee

A \$70 charge for finalizing the refraction done in order to create a glasses prescription. As a courtesy, this will only be charged once in a calendar year.

Administration Fee

- A \$20 administration fee will be charged for completion of paperwork not related to care or payment. (i.e., FMLA, disability, etc.)

After Hours Fee

A \$50 after hours fee will be charged if visit does not occur during normal office hours. This charge is not usually paid for by insurance companies and patient will be responsible for payment.

No Show/Late Cancellation Fee

A \$50 no show or late cancellation fee will be charged if patient does not show for or has not cancelled within 24 hours of the appointment.

FEES FOR SERVICES:

Fees for services are available upon request. Please contact the business office for more information.

Our sincere thanks!

The Staff at Hollingshead Eye Center, SurgiCare Center of Idaho and LaserCare Center of Idaho