

City Eye Practice Policies and Procedures

Retinal health policy:

A retinal evaluation is a required part of your comprehensive eye exam to assess the health of the retina, optic nerve, and blood vessels and to detect early signs of eye and systemic disease.

You must choose one of the following options:

Optomap® Retinal Imaging (Preferred) – \$59

Optomap is an advanced, ultra-widefield digital image of the retina taken without dilation drops. Benefits include no blurriness, no light sensitivity, ability to drive immediately, and a permanent image for monitoring over time.

Most patients elect Optomap for its convenience and comfort.

Dilation may still be recommended if medically necessary.

Pupil Dilation (Traditional Method)

Dilation uses eye drops to enlarge the pupils so the doctor can directly examine the retina. It is typically covered by insurance when applicable but may cause temporary blurred vision several hours and added exam time **up to 2 hours**.

Policy Requirement

To complete your exam, **you are required to undergo either Optomap imaging or dilation**. If both are declined, the exam will be considered incomplete and may need to be rescheduled.

Appointment no shows or late cancellations:

Appointment slots are limited. Missed appointments or cancellations within 24 hours of scheduled appointment time are subject to a fee. Appointments unconfirmed within 24 hours of exam date will be treated as a walk in and will have to wait to be seen.

Contact lens returns:

All contact lens returns must be submitted within 30 days of purchase. Product will not be accepted if it has been opened, damaged or has been written on. Returns qualify for store credit only and can be redeemed for future purchases. City Eye LLC reserves the right to reject any returns at its discretion.

Prescription checks:

Patients experiencing inadequate vision in eyeglasses may receive one complimentary re-check at the discretion of the optometrist within 30 (thirty) days of comprehensive eye exam. City Eye optometrists retain the right to deny no charge Rx checks should they deem the issue to be related to a medical comorbidity and not Rx error. Patients experiencing prescription issues with an eyeglass prescription written by an outside optometrist (not employed by City Eye LLC), are not entitled to re-checks. **Eyeglasses filled by non-Lenscrafters retailers or online are ineligible for re-checks.** Issues falling outside of the 30 (thirty) day window are required to complete another comprehensive eye examination. The comprehensive exam may be subject to out of pocket expenses if the customer does not have an available insurance benefit available. Customers experiencing prescription issues with a prescription written by an outside optometrist (not employed by City Eye LLC), are not entitled to checks.

Contact lens fittings:

By law, all contact lens prescriptions require a contact lens fitting to be fully completed. Incomplete fittings may result in the withholding on the Rx by the provider. Contact lens fittings are billed based on the complexity of the fitting as determined by the provider. Generally insurance does not cover the cost of a contact lens fitting and prescription. If the customer is

unsatisfied with the prescription they may return for a refit at no charge to the customer provided it is within 30 days of the original fitting.

Multifocal and monovision contact lenses are not designed to provide perfect vision at all distances. The doctor will work with the customer to find the lens that provides the best functional vision to fit the specific customer's needs. If after all options have been exhausted the customer is still not satisfied with the vision, refunds will not be given.

Contact lens training classes are mandatory for customers who have never worn contacts in the past to ensure the customer is able to safely insert and remove the lenses. If the doctor identifies in the exam room that the customer cannot insert or remove lenses properly without assistance, the doctor reserves the right to not dispense contact lenses or release a contact lens prescription without the customer completing a training class. Initial contact lens training classes cover up to two sessions, which are 1 hour long each. If the customer is unable to complete the training to the standards of the provider or decides to no longer proceed with the training, the fees will not be refunded.

Contact lens Rebates:

Contact lens rebates are a program offered directly between the manufacturer and the patient. City Eye LLC is not a party to these rebate agreements and does not have any other right to, or control over, the rebate amounts or decisions. Our role is limited to assisting with documentation when applicable, but all rebate processing, eligibility, and payments are solely handled by the manufacturer and the patient.

Insurance billing:

City Eye LLC makes every effort to verify insurance coverage and confirm eligibility prior to your examination to make you aware of any non-covered services or out of pocket fees you may be subject to. It is ultimately your responsibility to provide any insurance policies to the staff prior to your examination. Any insurance information provided after the exam is completed is not guaranteed to be applied. If requested, the staff will provide the patient with an itemized receipt of services to resubmit their charges to their insurance carrier if they so choose. In some cases where insurance is provided in advance, claims may still be denied, or the patient may be subject to a higher than expected copay or deductible. You as the patient are ultimately responsible for these overages. If you have any questions regarding the services you received, you may call the office and a staff member will assist you.

Prescription expirations:

All eyeglass and contact lens prescriptions expire within 1 year (12 months) from the date of the comprehensive eye exam, unless otherwise specified. City Eye LLC doctors reserve the right to shorten or lengthen a prescription at their discretion.

DMV forms:

DMV forms completed by any City Eye provider or staff member carry a \$40.00 processing fee regardless of the exam date. DMV forms requested within 90 days of a comprehensive eye exam are subject to a \$85 visit evaluation fee along with the \$40.00 form fee. DMV forms requested outside of the 90 day window must complete another comprehensive eye exam. The comprehensive exam may be subject to out of pocket expenses if the customer does not have an available insurance benefit available. The customer is responsible for providing forms for the doctor to evaluate. City Eye LLC doctors reserve the right to reject or "fail" DMV waivers at their discretion. Refunds will not be given if a customer does not qualify for DMV form. City Eye does not complete tint waivers under any circumstances.

I have read and acknowledged the above policies.

Patient name

Date