



G. Gregory Clark, M.D.

Anne C. Clark, M.D.

Frances M. Cosgrove, M.D.

M - Th: 8:15 - Noon, 1:00 - 4:30 PM; F: 7:00 - Noon

PATIENT CREDIT AND COLLECTION POLICY

It is the policy of Eye Associates, LLC, to provide the finest quality of medical care available. In an effort to make our services available to as many patients as possible on an affordable basis, Eye Associates, LLC, employs a firm payment policy. This enables us to provide the highest level of care, and be sensitive to cost containment. In an effort to be fair to all patients, Eye Associates, LLC has adopted the collection policy outlined below. Please read the policy to learn how the services from Eye Associates, LLC, will be provided to you in an affordable way.

NEW PATIENTS

New patients should arrive fifteen minutes before their scheduled appointment time to complete the patient information sheet, if you have not already done so. Please bring insurance coverage information including insurance card and type of coverage. Patients with insurance coverage are expected to pay co-payments at the time service is rendered. For your convenience, Eye Associates, LLC, also accepts Mastercard, VISA and Discover cards.

ESTABLISHED PATIENTS

Please bring insurance coverage information with you each visit. New and established patients are always welcome to pay for services performed or to charge services to their Mastercard, VISA or Discover card. It is the policy of this office to help work out payments for patients in financial need, but we can only do so if our billing department staff is contacted to make payment arrangements.

INSURANCE

The Eye Associates, LLC, physicians participate in a variety of insurance plans. It is the patient's responsibility to know the terms of their own plan. Eye Associates, LLC, will abide by signed insurance contracts as a participating provider. Patients covered under "participating" plans will be responsible for copays, deductibles, and coinsurance, in accordance with their specific contracts. For non-participating insurance plans, we will complete necessary insurance forms and mail as a courtesy to you. Please call your insurance company if you have questions about your coverage. We understand that questions may arise regarding your account and these should be discussed with our billing department staff. We will be happy to help you receive

maximum benefits, however the arrangement of the insurance company to pay for medical care is between you and the insurance company.

COLLECTIONS

Should it be necessary to turn your account over for collection, you will be held responsible for any additional collection or attorney fees.

CHARGES FOR MEDICAL RECORDS

Eye Associates, LLC, charges as follows for duplicating medical records for patients. Our charges for these services will be payable when the request is made. The charges for copies of medical records are \$20.00 retrieval fee plus 50 cents for every page in excess of ten pages.

MISSED APPOINTMENTS

Please contact our office at least 24 hours (or sooner if possible) before your appointment to cancel or reschedule. This helps us best serve you and all our patients.

SUMMARY

If you have any questions regarding our collection policies, please contact our office to discuss them. Our staff are familiar with most of the major insurance carriers and may be able to answer questions regarding your coverage or direct you to people who can do so. Things don't always go as planned. If a problem comes up that you don't anticipate and you are unable to pay your bill, please contact our office. This will let us know that you are receiving your bill and are not making efforts to avoid payment. Thank you for being cooperative in our collection policy and thank you for selecting Eye Associates, LLC, as your provider of health care services.