



## **POLICIES OF COAN EYE CARE**

1. It is the patient's responsibility to notify Coan Eye Care of any insurance coverage they may have **before** they receive their eye exam, glasses, or contact lenses. Insurance companies will not issue back-dated authorizations. Patients will be responsible for any and all charges for services provided before insurance authorizations are obtained.
2. The undersigned patient authorizes Coan Eye Care to release any information to their insurance company to process their claim and all insurance benefits will be paid directly to the Coan Eye Care. It is the patient's responsibility to pay for all non-covered services, including claims that are denied by their insurance company.
3. Examination fees and insurance co-pays are due the day of the examination.
4. Lenses are custom made to a patient's prescription, frame selection, and facial size. Therefore, changes in frame selection or lens options after lenses are already made will be assessed a lens remake fee.
5. Glasses remade due to a change in prescription within 60 days of the glasses order date will not be subject to additional charges (only for prescriptions determined at Coan Eye Care). Changes after 60 days will require additional charges.
6. Glasses purchased with insurance are made at the insurance companies' optical lab and will take at least 7-10 business days.
7. Bifocal lenses or single vision lenses will be made at no additional charge if a patient is unable to adapt to progressive lenses, but there will not be a refund for the progressive lens upgrade.
8. Scratch-resistant coating, antireflective coating, and polycarbonate lenses all have a one-time replacement warranty for one year with normal wear and tear use.
9. All new frames have a one-year replacement warranty due to manufactures defects. All broken pieces of the frame must be returned for warranty replacement. A \$10 shipping charge will apply to all warranty frame replacements.
10. Patients reusing their old frame are responsible for all frame replacement costs, and any lens remake costs, in the event of loss and/or breakage of their frame. Neither Coan Eye Care nor a patient's insurance company will be responsible for breakage of a patient's old frame that is no longer under warranty.
11. Frames and lenses left over 60 days after an order is placed will be discarded. There will be no refund issued for these items if they are claimed after 60 days from the date of the order.

## **CONTACT LENS PATIENTS**

12. Five (5) complimentary contact lens progress care is provided up to ninety (90) days from date of the contact lens examination after which there will be additional \$30 per visit. The purpose of these visits is to evaluate the contact lens fit and condition, as well as, the vision and health of the eye as it relates to contact lens wear.
13. Contact lens progress visits are required prior to the release of contact lens prescriptions.
14. Contact lens progress visits do not include evaluation or treatment for abnormalities of the eye.
15. Professional fees will be charged to the patient after the ninety day evaluation period.
16. Professional fees for contact lens examinations are not refundable and non transferable.
17. Opened or marked contact lens boxes are non-refundable.

Signature \_\_\_\_\_ Date \_\_\_\_\_