

PRIOR AUTHORIZATION FOR MEDICAL CONDITIONS FOR MANAGED CARE PATIENTS

If you are enrolled in a managed care insurance plan and think you have an eye disease or a medical condition that may impact your vision, you will need to obtain prior authorization from your Primary Care Physician (PCP) before seeing us. Often such plans require that your PCP decide which sub-specialist you should see. While at times inconvenient, your insurance plan and your PCP have entered into an agreement to ensure that your PCP provides a comprehensive plan for managing all of your medical conditions.

If your plan requires a referral from your PCP, it is your responsibility to obtain, it prior to your appointment and have it with you at the time of the appointment. If you do not have your referral, you may be required to reschedule.

WELL VISION EXAMS FOR MANAGED CARE PATIENTS

Some managed care plans also offer well-vision benefits / routine vision exams. Please contact your insurer to clarify the terms under which it sponsors such coverage. A well-vision visit is a screening, often including measurements for corrective lenses. When you are experiencing visual disturbances or eye symptoms, or have an underlying condition that has the potential to impact your vision, scheduling a well-vision screening is not appropriate. Rather, your PCP needs to be involved in coordinating your medical care, as well as initiating the necessary prior authorization. Please let our office staff know you are utilizing your well-vision visit when booking your appointment, and confirm your intent when checking in. Should our doctors find a condition requiring treatment, you will be given the opportunity to contact your PCP for authorization prior to initiation of further ophthalmic treatment.

NONPARTICIPATING INSURANCE PLANS

As a service to our patients, we will bill as a non-assigned claim. Any outstanding balances are the responsibility of the patient

REFRACTION BILLING POLICY

Refraction is conducted, to measure the strength of the prescription for your glasses or contact lenses. Refraction is also an important tool that aids in the diagnosis and treatment of many eye conditions. However, Medicare classifies this as a "routine service", and requires that patients be responsible for payment. Federal guidelines require that refractions be billed separately for all patients. While some insurance plans may recognize and pay for refractions, many do not.

The SACHSE FAMILY EYE CLINIC follows the instructions from your insurance company in determining whether to bill you personally. Our staff is expected to collect payment for refractions when patients are covered by Medicare, a commercial carrier, or are self-pay. When SACHSE FAMILY EYE CLINIC participates in a PPO or HMO plan, we will bill the plan first and follow their instructions on the "Explanation of Benefits" form received with the payment.

ACCEPTABLE PAYMENT OPTIONS

CASH - CHECKS - ALL MAJOR CREDIT CARDS

YOUR PRESCRIPTIONS

All contact lens prescription require a yearly renewal to assess health and vision for continued contact lens wear. This is required by law.

All eyeglasses prescriptions are expired yearly.

All prescriptions are released after complete assessment and finalized procedures.

Prescriptions will not be released if there is a balanced owed on the patient's account.

INTERNET EYEGLASSES

You have a right to your eyeglass prescription and, as a patient at the Sachse Family Eye Clinic, you will always be provided with a copy. We hope you'll want to buy your eyeglasses from our office and we believe we offer the best value available when you consider service, quality and price. If you decide to shop elsewhere for glasses, we certainly understand and we will be pleased to provide your eye examinations and eye health care.

Local opticians and optical shops generally do a good job of filling our prescriptions, but we have some concern with the use of eyeglass vendors over the Internet. Fitting eyeglasses properly involves precise measurements, unbiased advice based on your needs and skillful adjustments of the frame and lenses. Since Internet vendors do not actually meet with you in person they can't provide those services. We provide all the optical services at no additional cost for patients who buy eyeglasses at Sachse Family Eye Clinic, but we can't provide them for glasses purchased elsewhere.

To avoid confusion and disappointment with glasses purchased elsewhere, here is a list of services we provide and those we do not. Please check with the eyeglass vendor to determine return and refund policies in the event problems occur.

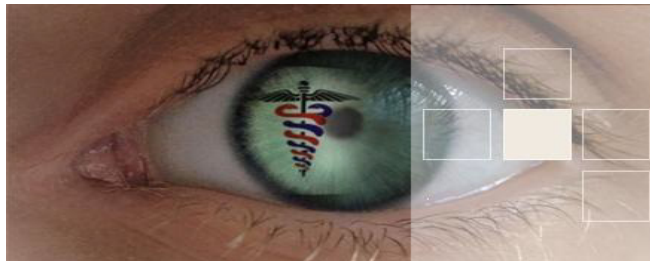
We provide only two services for eyeglasses purchased outside of our office:

PD or pupillary distance - a measurement of the distance between your eyes taken with a pupillometer, not a ruler. This will be given with your eyeglass prescription upon request.

Prescription verification - we will verify the basic lens parameters in new glasses to see if it matches your prescription. We will also recheck the refraction test to confirm the prescription is correct if necessary. This will be done at no charge within 30 days of a new eyeglass prescription. We will not troubleshoot optical measurements taken by others. Visual problems may result if a correct prescription is made with inaccurate optical measurements. Correction or changes in the glasses will be up to you and the eyeglass seller.

The following services or measurements are not available if you purchase glasses elsewhere. These measurements should be provided by the person selling the glasses.

- | | |
|-------------------------|--|
| Seg height | Frame model and color |
| Vertical optical center | Lens material and index |
| Eye size | Multifocal design and brand |
| Bridge size | Optional lens features - such as tints, |
| coatings, etc. | Eyeglass dispensing adjustment |
| Temple length | Education and training on lens and frame |
| features and care | Ongoing adjustments and Minor repairs |



SACHSE FAMILY EYE CLINIC, PLLC
5001 BEN DAVIS RD SACHSE, TX 75048
972-675-9626 WWW.SACHSEYES.COM
Drt@SACHSEYES.COM

OFFICE HOURS:

Monday - Thursday 10:00 am - 6:00 pm

Friday - Saturday 9:00 am - 2:00 pm

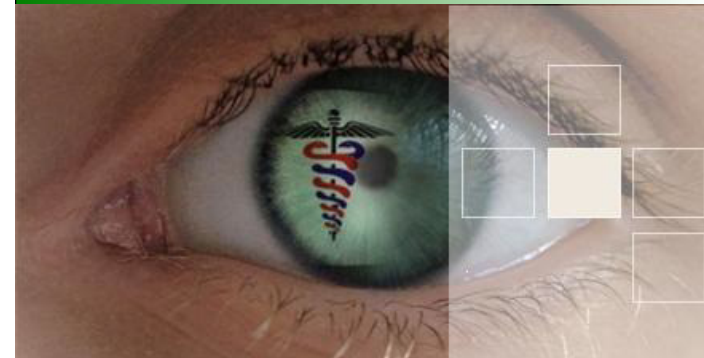
SACHSE FAMILY EYE CLINIC
Advanced Eye Care & Optical Services

**PROCEDURES
PROTOCOLS
POLICIES**

**STEVEN LE, OD
MELANIE TRUONG, OD**

*THERAPEUTIC OPTOMETRISTS
OPTOMETRIC GLAUCOMA SPECIALISTS*

Primary Eye Care - Pediatric Eye Care - Emergency Eye Care
Vision Services



5001 Ben Davis Rd
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Welcome to our office.....

By choosing to come to our office, you have made a conscious decision to the highest quality of care for your eye health. Our staff and doctors will do the utmost best in providing the best eye care for you with the latest update and information afforded to us. We are pleased that you have joined us in pursuit of your eye care and eye health. To help us provide you the best in quality care, please be sure that the information you have filled out is as accurate as possible. The information you provide are confidential and will not be released to a third party without your consent other than to process insurance /medical claims on your behalf. Please allow us 24 hours to process and verify your insurance information before your scheduled appointment.

The following brochure contains information about our Office Policies, Protocols and Philosophies.

Please take one and become familiar with the way we pride in providing the care that we are trained to provide to our patients, our families and our community.
Policies and protocols are subject to change.

Our Mission & Commitment.....

FOR OUR PATIENTS:

Treat each patient as we would treat our own family, compassion and care will come naturally.

FOR OUR DOCTORS:

Excellence in knowledge and skill

The doctors of the Sachse family eye clinic are committed to continued education always aiming to expand and updating their scope of treatment and management options to provide the best care for our patients.

FOR OUR ASSISTANTS AND TECHNICIANS:

Provide superior and diligent training and excelling in skills necessary to perform job duties Always willing to extend a hand to one another, for our doctors, and to our patients, above and beyond.

FOR OUR PRODUCTS

The sachse family eye clinic stakes its reputation on quality!

We believe that each product must pass the "family" test.

We only provide the best in quality to our patients because those are the products we want for our parents, our siblings or our kids - those precious to us.

Why buy glasses with us?

FAST SERVICE We have our own edging, polishing and finishing laboratory. Our full time opticians can manufacture your eyeglasses quickly, efficient, with stringent quality control. This helps us control cost to extend the value to you!

2. ONE YEAR WARRANTY - our additional warranty protects your eyeglasses from breakage or scratches. For \$35.00 you can replace your whole pair of glasses without additional charges. Take the worry from your exceptional quality eyeglasses.

13. LARGE SELECTION OF FRAME STYLES - we go through great lengths and search to find the latest styles and quality. It's not the name we are after, but the manufacturing process. We avoid companies that mass produce without heed to quality and focus. We stand behind the products we offer from budget oriented to the latest fashion wear.

4. STRINGENT QUALITY ASSESSMENT - any pair of eyeglasses dispensed through our optical whether it is with insurance or without insurance undergo stringent five point quality assessment. WE look at correctness of the lens, verify appropriate measurements for bifocals and pupillary distances, check the quality of coatings and tints, quality of edges and polish and finally, the overall look and aesthetic of the entire eyeglasses.

6. WE STAND BEHIND OUR PRESCRIPTION. Our doctors are available for review and consult on your eyeglasses if you have difficulties. If you were examined by our doctors we have a 30 day prescription change consultation at no charge. Even the lenses may be changed without charge to you if there is a change in your prescription. We want you to love how you see through your eyeglasses.

Product Purchase Policies....

- Deposits and payments for eyeglasses or contact lens orders are non-refundable once the order has been processed.
- We do not offer warranties on contact lenses. Any loss, damage, or replacements are the patient's responsibility.
- Used contact lenses and opened boxes of disposable contact lenses cannot be returned or exchanged.
- Any prescription changes to contact lens or eyeglasses prescriptions must be made ONLY by the doctor.
- We are not responsible for any paid order of contact lenses or eyeglasses that are not picked up within 60 days of purchases.
- All deposits or payments made toward orders not picked up after 90 days will be forfeited.
- All unpaid orders will be returned to the manufacturer after 30 days if not picked up. A 20% restocking fee will be assessed to your account.

Product Purchase Policies. (continued...)

- Eyeglasses can not be returned after dispensed to your satisfaction.
- We offer a 30 day exchange policy. You may exchange your eyeglasses at any time within 30 days for any reason for a 20% exchange processing fee. If you wish to utilize this policy all original frame and lenses warranties are voided.
- We go through great lengths to make sure the order is to your complete satisfaction. We understand however, that there may always be a change of heart and we don't mind exchanging them. However, we cannot refund orders due to time and processing of orders.
Thank you for trusting in us with your eye and vision care needs. We hope to be a lifetime provider for you and your family.

Payment & Billing Policies

PAYMENT FOR OFFICE VISITS

Billing and collection processes are becoming increasingly expensive. Please help us keep the cost of your medical care as low as possible by being prepared to pay for your services at the time of your office visit. Our first concern is for your eye care; if you are having difficulty, it is important to let us know so that we can work out mutually suitable arrangements. Cash, personal checks, Visa, MasterCard, or Discover are all acceptable forms of payment.

CHARGES TO INSURANCE

We will submit claim forms for all covered services to your insurance company for you. We request payment for your co-insurance amount or managed care co-payment at the time of your visit. Even if your visit is covered, your insurance company may still require that you pay an annual deductible or a percentage of the costs. Therefore, after we bill your insurance company, you may still receive a bill from us for the amounts that are not covered. We appreciate prompt payment of these amounts.

Please provide our billing staff with a copy of your insurance card before your exam. We will ask to see your insurance card on every visit and will scan your card into the system as needed to keep our information correct.

We will bill the insurance company directly for most services. Depending upon the type of insurance you carry, you may still be required to pay a portion of your bill. In order to receive your full insurance benefits, you should review your insurance plan to see if pre-authorization or second opinions are required prior to testing.

We will submit claims for you and request that you agree to have them pay us directly. If you do not have secondary insurance coverage beyond Medicare, we accept payment limits, as well as comply with Medicare's requirements that we bill subscribers' annual deductibles or co-payments (usually 20% allowable of office visits).