

FAQs

What to know before the eye exam

HOW DO I MAKE AN APPOINTMENT

[Call us at 253-220-2563](tel:253-220-2563). You can call 24 hours a day!

WHAT WILL I NEED TO MAKE AN APPOINTMENT?

We want to make your experience as smooth as possible from beginning to end. In order to make an appointment please have your Medical Insurance Cards and Vision Plan Cards ready. Our receptionist will collect your information and appointment time preferences. That information is handed off to our intake specialists who call your insurance companies and verify coverage. They will let you know what services you are eligible for and confirm the best date and time for you to come in and be seen. Read more in the blog section of our webpage.

WHAT WILL I NEED ON THE DAY OF MY APPOINTMENT?

- You will need your Medical and Vision plan cards plus some form of identification.
- Please bring the glasses you are using
- Name of your primary care physician.
- A dilation is part of a complete exam. Some patients prefer to bring a driver since they will be dilated (*but this is not mandatory*). Others prefer to have Digital Retinal Imaging (DRI) performed.
- You'll want a method of payment to cover your copays for the eye exam and materials
- If possible, a copy of your previous eyeglass and/or contact lens prescription.

WHAT IS MY CO-PAY? HOW MUCH MY CONTACT LENSES WILL BE? HOW MUCH DO GLASSES WILL COST ETC?

Our onboarding specialists receive the information you provided to our receptionist and contact your insurance providers so you'll know your benefits before you check-in. Our onboarding team will contact you to finalize your appointment time and date. It's important to note that insurance companies reserve the right to make a final decision on coverage **after** the exam is completed. **The patient/guardian has the ultimate responsibility for payment**

WHAT IS THE DIFFERENCE BETWEEN A VISION PLAN AND MEDICAL INSURANCE?

Vision Plans cover **periodic eye examinations** "Well care exams" and **refractions** (*when the optometrist determines the eyeglass prescription*). Some vision plans will also offer benefits. These benefits take the form of allowances toward materials and contact lens fittings. Benefits vary greatly and change year to year so it's important for patients to communicate with their vision plan and read their explanation of benefits (EOB) to know what is covered.

Examples of Vision Insurance are: **VSP, Davis Vision or EYEMED**

Medical insurance, covers **medical eye care** services such as eye emergencies and diseases, and evaluation and management visits of diseases or suspected diseases. Often, **diagnostic tests** such as visual field evaluations are covered under these plans. Most insurance types have deductibles and co-pays associated with your coverage. It is important for patients to communicate with their insurance plan and read their EOBs to know what their deductible is.

Examples of Medical insurance are: **Aetna or Regence**.

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Some insurance plans are plans we are "out of network". In these cases, we can give you the documentation you need to seek your own reimbursement - just ask.

HSAs and **Flex Spending Accounts** may be used to cover medically prescribed eyewear.