



WHY WE HAVE A POLICY

- ☞ We don't take contact lenses lightly and neither should you! Advancements in contact lens technology offer the potential of successful contact lens wear to most of our patients. However, it is important to remember, contact lenses are medical devices that when not fitted properly and taken care of correctly, can cause serious consequences such as infection, inflammation, permanent damage, and loss of vision.
- ☞ Robins Eyecare provides exceptional professional contact lens services. Contact lens recommendations are individually tailored to each patient and are based on many factors including your glasses prescription, visual needs, overall health, eye health and lifestyle.
- ☞ We want you to have the very best vision possible with your contact lenses. We will do our part to ensure the examination and evaluation for your contact lenses places you in the most appropriate contact lens to optimize your vision, comfort, and eye health. It is your responsibility after you leave the office, to keep follow up appointments and follow all lens care and wearing instructions.
- ☞ Robins Eyecare' Contact Lens Policy, Dispensing Guide and Healthy Lens Wear documents provide you with the information necessary to properly care for your lenses and outline patient and provider accountability for successful lens wear.

WHY A SEPARATE CONTACT LENS EVALUATION AND MANAGEMENT EXAM AND FEE

- ☞ A contact lens evaluation is a separate part of a comprehensive eye examination and requires additional testing that people who do not wear contact lenses do not require.
- ☞ Most insurance companies require doctors to separate comprehensive eye examination fees from any services performed due to contact lenses
- ☞ Patients wearing contact lenses require more time and testing in addition to a comprehensive eye exam and may require follow up visits to ensure proper lens fit.
- ☞ The fee covers the professional time and expertise of the doctor and office staff beyond the time it takes to do a basic ophthalmologic exam which includes an eye health examination and glasses refraction.

WHAT IS INCLUDED IN THE CONTACT LENS EVALUATION AND MANAGEMENT FEE

- ☞ In addition to your regular eye examination fee(s), there is a fitting fee associated with new contact lenses (for both new wearers and existing wearers). There are thousands of types of lenses and the doctor will need to take special measurements and determine which lens type will work for you.
- ☞ Your fitting fee will cover ocular surface evaluation, diagnostic/trial lenses (if needed), lab or shipping fees (based on lens type) fitting analysis and any follow up visits necessary to obtain a satisfactory fit.
- ☞ If you have never worn contact lenses or are being placed in new lenses, your fitting will include a class in which new wearers receive instruction on insertion and removal of the lenses, proper care and cleaning techniques.
- ☞ The fee assessed will depend on what type of lenses you wear. For example, bifocal contact lenses are more difficult to fit and take longer to adjust and fine tune than standard contact lenses and have a higher fee.
- ☞ The fit is finalized after you and the doctor agree the fit has been successful or if either of you determines that contact lenses are not an acceptable option for your eyes.
- ☞ Your initial fitting fee includes a 90-day time-period for follow up visits. Additional visits required to finalize your fit after the 90 days are subject to a per visit fee. After 90 days, any lens changes in brand or type will be considered a refit and subject to new fees.
- ☞ The Contact Lens Evaluation and Fitting Fee is non-refundable and due at the time the service is initiated.
- ☞ Fees:
 - Contact lens evaluation and management fees **start** at \$65. Contact lens complexity and prescription may result in a higher fee. Actual fees cannot be determined until the doctor has evaluated you and the prescription is finalized.
 - A \$49 refraction fee for problem or concern visits will be assessed after 90 days.
 - Follow up visits occurring 6 (six) months or greater after the initial visit, will be charged the full evaluation and management fee.

WHAT IS NOT INCLUDED IN THE CONTACT LENS EVALUATION AND MANAGEMENT FEE

- ☞ Contact lenses (cost will vary depending on the type of lens prescribed).
- ☞ The comprehensive eye exam and any additional tests required to evaluate the health of the eye.
- ☞ Medical visits, whether or not they are directly related to contact lens wear.
- ☞ Contact lens related follow up visits after 90 days.

CONTACT LENS SUPPLY

- Depending on the type of lens you are fit with, you will need to replace your lenses as directed, which can range from daily to every two weeks, monthly, quarterly or yearly.
- After you have been fit with an appropriate lens, you will have the option of buying a supply of lenses that will last up to 1 (one) full year.
- Purchasing a year's supply of lenses is beneficial from a convenience perspective as well as economical. We discount the purchase of one year supplies and one year supplies are directly shipped free of charge to you at your home or place of work. Additionally, many lens manufactures offer significant rebates for one year supplies.
- Patients will receive a copy of their final prescription.
- Patients opting to purchase their lenses elsewhere, prior to the end of the 90-day evaluation period, will forfeit the remainder of their 90-day evaluation period. Once a prescription leaves our office for fulfillment elsewhere, Robins Eyecare is no longer responsible for the success of the lens. We are only able to guarantee and refund lenses purchased through our office.

ANNUAL CONTACT LENS EVALUATION

- Once finalized, your contact lens prescription will be valid for up to 1(one) year. What this means for you is that you will be able to purchase enough lenses to last for 12 months and no more.
- It's the law: In the FTC (Federal Trade Commission) ruling in the Contact Lens Consumer Act, F16CFR Part 315, contact lens prescriptions are mandated to expire annually unless special circumstances arise where the doctor feels it is medically necessary to create an earlier expiration date. All patients are required by law to come in for an annual contact evaluation and comprehensive examination before a prescription can be renewed. Your contact lens prescription cannot be renewed or extended without first making sure your eyes are healthy enough to wear or continue wearing, contact lenses.
- After 12 months, the prescription expires. If you want to continue to wear contact lenses you must return for a comprehensive eye examination and contact lens evaluation. The doctor will verify that your eyes are responding well to contact lens wear, check the ocular surface for any damage and make sure the lenses are still fitting properly and are the correct prescription for your eyes.
- All contact lens wearers must have an annual examination - even if your vision plan or insurance only allows for a 2-year examination interval.
- If you require additional time or visits because there has been a change in the type of lenses you wear, there may be additional refitting fees to cover any extra trial lenses, examination time and follow up appointments that may be necessary to finalize a refit into another type of contact lens.
- To ensure you do not run out of contact lenses, we suggest you schedule your next annual exam at the time you receive your contact lenses.

A NOTE ABOUT TRIAL LENSES

- Trial lenses are for the purposes of ensuring the visual acuity and fit of the lenses and are used at the doctor's discretion based on patient need.
- If your prescription requires, you will be provided one set of trial lenses. If any additional trial lenses are necessary, there may be a dispensing fee to cover the cost of the handling of the lenses.
- Trial lenses are not a substitute for purchasing lenses and will not be provided outside of the fitting process.

PAYMENT

- Fees for the comprehensive exam and contact lens evaluation and management are due at the time of service.
- Our staff will attempt to verify your insurance or vision plan benefit ahead of time. They will provide you with the portion your insurance or vision plan is expected to cover and what is your responsibility. The patient responsibility portion will be collected at the time of service. Please note your insurance or vision plan may not cover all services submitted and you will be responsible for any portion not covered.
- There is a 50% deposit required for all contact lens orders, except for trial lenses.
- All specialty lenses are ordered with a warranty to guarantee they are returnable within 90 days. Patients who miss follow up visits should note that some lenses may not be returnable after 90 days and may be subject to supplemental charges if they choose to continue their fitting.

REFUNDS

- All refunds are made in the form of office credit and may be used for future purchases towards contact lenses, glasses or exam fees for you or a member of your family. No cash or credit card refunds are offered.
- Refunds are not offered on custom lenses, opened boxes of lenses or colored lenses (when due to dissatisfaction with color).
- Certain manufactures charge a restocking fee for returned lenses. Should your lens have a restocking fee, the restocking fee will be deducted from the amount credited to you.
- If the doctor determines it is important for a patient to discontinue contact lens use, a full refund may be offered by some manufacturers for unopened and unmarked contact lenses.
- Professional fees are not refundable for services already rendered.
- Contact Lens Evaluation and Management Fees are never refundable.
- Contact lenses not purchased from our office are not refundable at our office under any circumstances.