

## **ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT BILLING AND COLLECTION**

You will be responsible for a refraction charge of \$50 if a refraction for glasses is performed.

### **SELF PAY**

If you are not covered by medical insurance, you will be expected to pay in full at the time of service by means of cash, check, or credit card.

### **INSURANCE**

Be prepared to pay your deductible and co-payment. Please refer to your insurance handbook for co-payment and deductible rules.

If you are a member of an HMO, please bring your appointment authorization with you or have your primary care physician fax it to our office at (310) 794-7906. If you are covered by an HMO and fail to bring the authorization, you may be asked to pay in full for the visit and any laboratory charges that are incurred at the time of service.

Some services may not be covered by your insurance. In this event you will be responsible for the charges. Please refer to your handbook or contact your member services for assistance with covered benefits.

### **MEDICARE**

We accept assignment on Medicare. This does not mean that what Medicare pays is accepted as payment in full. You will be expected to pay for any non-covered services (such as the refraction charge of \$50) as well as any deductible or co-payment, if applicable, at the time of service. If the visit results in a non-medical diagnosis, you will be responsible for the entire charge of \$400.

If you are a Medicare patient and do not have supplemental insurance, you will be responsible for the 20% that Medicare does not pay. It is against federal law and Medicare policy for the doctor to write off a deductible or any remaining balance. We are not permitted to extend professional courtesy.

If you are a Medicare patient with supplemental insurance we will bill both Medicare and your secondary insurance. For any service not covered by the secondary insurance, you will be responsible for the charges.

Medicare patients who assign their benefits to an HMO are responsible for payment in full if the visit and associated laboratory tests are not authorized.

### **GENERAL INFORMATION**

Laboratory tests are not included in the doctor's fees. Should you need laboratory testing, these will be performed and billed separately.

For questions regarding billing please contact

Physician Support Services

Patient Billing Office

(310) 301-8921

The faculty and staff at the Jules Stein Eye Institute hope this information is helpful to you in understanding our billing process.

Thank you for selecting the Jules Stein Eye Institute for your eye care.