



Cerritos 2020 Optometry, APOC

11420 E. South Street
Cerritos, CA 90703
(562) 860-1339

WE CORDIALLY WELCOME YOU!

We are honored to be your vision care and eyewear provider, as well as guardian of your eyesight. We sincerely thank you. We are committed to EXCELLENCE IN VISION CARE. We view our relationship with you as a partnership. In establishing that partnership, we ask that you kindly review this, our office policy. Together, we can keep our high quality care AFFORDABLE for all who seek it.

Payments:

PAYMENT IS DUE AT THE TIME SERVICES ARE RENDERED. We accept cash, checks, Visa, MasterCard, Discover, American Express, or Care Credit. Returned checks are subject to a \$30 returned check fee and balances over 30 days are subject to interest rate charges of 1.5% per month (18% per annum). There is a minimum service charge of \$5.

Appointments:

We reserve a one hour time slot for your eye exam appointment therefore **BROKEN OR CANCELLED APPOINTMENTS WITHOUT 24 HOURS NOTICE are a loss to everyone and are subject to a \$30 charge.**

Materials: (ex: Glasses or Contact lenses)

GLASSES AND CONTACT LENSES ONCE ORDERED CANNOT BE CHANGED OR CANCELLED, as they are made "for your eyes only". Should you choose to fill your prescription outside this office, do so with the understanding that we take no responsibility for the consequences of an outside supplier's inaccurate filling of this prescription or for consequences which might have been corrected in the course of follow-up services that we ordinarily provide when filling your prescription.

Insurance:

IF YOU HAVE VISION OR MEDICAL INSURANCE, we will do our best to help you get your maximum allowance benefits. Please provide us with a completed insurance form at each visit, so we may help you process it for your reimbursement. In special instances, we may accept assignment of benefits. Please understand that:

- 1. Your insurance is a contract between you, your employer, and the insurance company.** We are not a party to that contract. Our relationship is with you, not your insurance company. All charges are your responsibility; we will file your claim as a courtesy to you and help you as best as we can.
- 2. Our fees are generally considered to fall within the "usual, customary, & reasonable" range by most companies, and are covered up to the maximum allowance as determined by each carrier.** This applies only to those who pay a percentage, such as 50% or 80% of UCR fees for this region and does not apply to companies that reimburse based on an arbitrary "fee schedule", which bears no relationship to the current standard and cost of care in this area.
- 3. Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily exclude certain services.**