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Office Policies

AcuSight is pleased to be your ocular healthcare provider. We are committed to providing you with the best eye care and eyewear technology. Our office staff will assist you with all inquiries regarding the services provided and/or our office practices. We ask that you familiarize yourself with the policies and standards expected of you to better help us provide you with the best healthcare available.

Insurance Policy

Our office accepts both vision and medical insurance plans. Vision discount plans (i.e. VSP, EyeMed) cover ONLY routine eye examinations and may offer discounted prices for glasses and contact lenses. Vision plans DO NOT cover sales tax in the state of Ohio or additional tests that may be required if you have an existing health condition that may result in ocular complications (i.e. diabetes, glaucoma, etc). It is important that you inform our office of any new or existing health conditions so we can ensure that you receive the correct eye care and treatment. For examinations that are no longer considered routine we WILL file a claim to your medical insurance.

Understanding your insurance coverage can be challenging. Our office accepts numerous insurance plans from several different companies. Because every policy is different we encourage you to become familiar with your policy benefits including, deductibles, copays, and any limitations.

Please remember that insurance is considered a discount and should be treated as reimbursement for fees paid at the time of service and is not a substitute for payment. It is the patient's responsibility to keep AcuSight informed of all changes in current insurance information including change in policy numbers, addresses, and phone numbers. This will ensure that filing a claim for your policy is accurate.

Our office expectations of you:

1. Payment of copays, deductibles, and non-covered services are due at the time of service and failure to pay these may result in denial of certain or all services
2. Understand that it is your insurance policy and obtaining cards & ID numbers/policies is your responsibility and not that of the office staff.

3. Realize that insurance payment for some services use a restricted fee schedule (called usual or customary rates) and exclude some procedures based on the policy purchased by the policy holder, not our office fees.
4. Taking responsibility for payment if the insurance company does not cover or pay for a service performed at our office within 90 days of the service date.
5. Keep our office informed of all changes including insurance policies, addresses, and contact numbers.

Our office courtesy to you:

1. AcuSight will file a claim to request payment on your behalf to your insurance company within 72 hours of service.
2. AcuSight will re-file a claim one time within 60 days of initial filing, if necessary- a charge will be assessed for each additional re-file request.
3. AcuSight will follow the American medical guidelines for coding procedures and filing insurance claims.

If you intend to use insurance for coverage of your exam a copy of your medical insurance card, as well as, your vision card & a valid photo ID are required at time of service. If you do not have a copy of the insurance card, (i.e. VSP does not give out cards) a policy ID number will be required in addition to the photo ID. If no insurance card or ID number is presented at time of service, you will be responsible for the full cost of services before you will be seen for your exam. AcuSight will not attempt to contact your insurance for an ID policy number, as this requires time that will disrupt the appointments for other patients.

Our office submits claims to primary insurances only. Medicare policy holders will have their secondary insurances submitted through Medicare's offices. It is the patient/policy holder's responsibility to submit to any secondary insurance plans. If a policy is not in effect at the time of service, the patient will be sent an invoice requesting payment for all services not covered. Invoices are mailed out at the beginning of each month as a courtesy reminder for the patient. If an invoice is unpaid within 90 days our office will contact you via phone call and a final mailed notice of payment required. Failure to pay within 30 days of the final notice will result in your account being turned over to our collection agency and all further care will be frozen until all balances are paid in full.

Appointment Policy

We encourage you to schedule an appointment with the AcuSight administration staff. Walk-ins are accepted but may result in a delay in services. All pre-appointed patients will be seen on schedule before walk-in appointments as to not cause an unfair delay to the other patients.

Patients arriving late to an appointment may be asked to reschedule. We ask that new patients arrive 10-15 minutes early to their appointment time to fill out paperwork and settle insurance

questions. Paperwork can be completed before an appointment and all forms are available online at: www.AcuSight2020.com

Cancellation Policy

At AcuSight we understand that situations arise which require appointments be changed or cancelled. We ask that in the case of a cancelled appointment or a reschedule you allow us 24 hour notice so we may make the time available to another patient. When a reserved block of time is ignored, it hinders our office's ability to provide services for other patients who may need same-day urgent care, and may have to wait longer for necessary treatment.

If a reserved block of time is missed (known as a no-show) without notice, or without 24 hour notice of cancellation a \$50.00 charge may be assessed to the patient. This fee will need to be paid in full before future appointments may be scheduled with AcuSight. We understand that emergency situations do occur, and this will be taken into consideration.

We thank you in advance for your cooperation and understanding. Our goal is to maintain an effective and desirable schedule for all patients and their ocular health.

Glasses Orders & Cancellations

We expect you'll love your new eyeglasses, but if for some reason you wish to cancel your order please contact the office immediately. Because glasses are a custom-made medical device specifically measured for your eyes, the frame you chose, and your prescription needs, once lab work has started only a specific portion of the original payment(s) can be refunded. It is best to discuss any concerns with refunding payments with the Optician or Dr. Siegel when placing the glasses order. We strive to place orders the same day they are created to ensure the fastest turnaround time, so you can receive your new glasses faster. Nonetheless, if you decide to cancel your order, you must speak directly to an Optician or Dr. Siegel immediately so we can correctly cancel all lab work and prevent unnecessary charges from being incurred. Failure to speak with an employee directly may result in delay of cancellation, and lab work may continue despite our best efforts. Alternately, all glasses orders will not be started until at least 50% of the full cost has been paid upfront.

If you decide to cancel an order before any lab worked has started, we will gladly refund any payment(s) minus a restocking fee of \$50.

All sales are final once you have been fitted with your new eyeglasses. We do not accept returns unless there is a manufacturer's defect with the lenses or frame. Any defects are up to the discretion of the opticians and the doctor.

For any questions regarding our policies or our office please contact the office at the number listed above.