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## EYE CLINIC OF FAIRBANKS

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Thank you for choosing the Eye Clinic of Fairbanks for your vision care!

As a new or returning patient, a clear understanding of the financial responsibility for your care is fundamental. Our fees are derived using a variety of systems, including RBRVS (Regional Based Relative Value System.) This is a commonly accepted standard method of setting fees. RBRVS uses information based on federal insurance programs and a conversion factor.

**Payment:** We accept cash, check, money order, and/or credit cards (VISA/MasterCard/American Express.) No two-party checks are accepted. Patients paying by check, where the check is returned for insufficient funds, will be contacted to pay the balance by cash or credit card. If we are unable to reach the patient, the original fees and a \$25 NSF fee will be added back to the account and is the patient's responsibility.

**Insurance:** Please remember that insurance is a private contract between you and your insurer and *YOU are ultimately responsible for your bill.* Certain procedures may not be covered by your insurance. If you have private insurance we will bill your carrier, as a courtesy, for our services. We do require that all patients provide us with the accurate insurance information. If you are covered by more than one insurance plan, (through spouse, parent, other employer, etc.) it is your responsibility to let us know which insurance is primary and which is secondary, tertiary, etc. Any overpayment you may make on your account will be refunded to you. If your insurer has not paid for any reason, you will be billed and are responsible for the balance due. When we receive payment from your primary insurance company, we will bill your secondary insurance. We will be happy to help as we can and send records, at your request.

**Medicaid:** Medicaid patients need to show proof of current Alaska Medicaid eligibility, at the time of service. Patients seeing an Ophthalmologist should be prepared to pay the \$3 co-pay at the time of service.

**Collections:** We make every effort to collect monies owed us in a timely manner. For this reason, we have an established policy to collect monies owing from patients that is fair to both patient and clinic. If you realize that you may be unable to pay for services rendered, please call our Billing Department and ask to set up a payment plan. Our payment plan is interest free and is a great way to manage your obligations without breaking the budget! Sending our patients to a collection agency is a last resort, but this happens in some cases. After repeated efforts to collect past-due accounts, a collection agency will be contacted. Any patient requiring collections action will be notified, by mail, of this action.

**Appointment Confirmation Calls:** As a courtesy to our patients, every effort will be made to do appointment reminder calls 1-2 days before the scheduled appointment, to the telephone number(s) provided. If you are unavailable, a message will be left. If you do not wish to receive a reminder call, please let us know when making your appointment.

**No-Show/Missed Appointments:** Patients who miss their scheduled appointments will be contacted to reschedule. Of course, we appreciate your calling the clinic to reschedule any appointments you are unable to keep.

**Holidays and After Hours:** From time to time this office may be closed. Your vision and health is always very important to us, therefore if you have an emergency when we are closed, please call our answering service at 456-7760 to reach an On-Call Doctor, or go to the Fairbanks Memorial Hospital Emergency Room.

**Patient Confidentiality:** It is our policy to adhere to all Health Insurance Portability & Accountability Act of 1996 (HIPAA) regulations, including Protected Health Information (PHI). It is not our policy to discuss your healthcare/diagnostic and/or accounting information with anyone other than yourself and/or those you have given us written permission to speak with. If you would like an authorization to be kept on file releasing such information with anyone other than yourself, or if you would like another copy of our Notice of Privacy Practices, please notify the front desk receptionists.

Thank you,

The Eye Clinic of Fairbanks Team