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Dear valued patient,

Here is some helpful information to know ahead of your contact lens evaluation:

- Some insurance companies will cover the cost of contact lenses. If you have contact lens coverage with your insurance company or your contacts qualify as being medically necessary, we will submit the charges for you. However, if they deny payment, the patient will be responsible for all charges. For patients who do not have contact lens coverage, payment is due in full at the time of the evaluation.
- Please remember that your insurance policy is a contract between you and your insurance company. Colorado Eye Consultants is not a party to that contract. We encourage you to review your benefits thoroughly. At your request, we will provide information on your coverage to the best of our ability.
- Contact lenses are an eligible expense under Medical Flex Plans (HSA/FSA plans). If needed, we are happy to provide a detailed statement so that you may submit to your plan for reimbursement.
- If you are having issues with the comfort or vision of your contact lenses, you will have 90 days from the initial evaluation to return the contacts with no additional charge.
- After that 90-day period the patient is responsible for fees associated with additional visits and/or the cost of additional lenses.
- Patients are responsible for any lost, stolen, or damaged contact lenses during and after the 90-day period.
- There is no charge when picking up contact lenses from our office. If you wish for your contacts to be shipped directly to you, shipping fees will be added to your order.
- The contact lens fitting fee is non-refundable if the process is discontinued. However, if we can obtain credit from the contact lens manufacturer, any contact lenses returned within 90 days of the original CL fitting/assessment date will be refunded.
- Orthokeratology lenses are not covered by any insurance. This is an elective service, and the patient will be responsible for all associated fees.

We hope this information is helpful. Please feel free to contact us if you should have any questions. Thank you for placing your trust in the team at Colorado Eye Consultants. We look forward to your appointment!