



4025 Jackie Road SE, Rio Rancho, NM 87124
P: (505) 892-8411 F: (505) 375-4793
www.cityofvision.com

Practice Financial Policy for City of Vision Eye Care

Thank you for choosing City of Vision Eye Care as your eye care provider. We are committed to building a successful physician-patient relationship and the success of your medical treatment and care. Your understanding of our Practice Financial Policy and payment for services are important parts of this relationship. If you need further information or assistance about these policies, please ask to speak with our Practice Manager.

Payments

All copayments, deductibles, patient responsibility amounts, and past-due balances are due at the time of check-in unless previous arrangements have been made with our billing coordinator.

Payment Methods

We accept all major credit cards, Care Credit, cash, and checks. Checks are accepted only with prior approval by administrative staff.

Referrals and Pre-Authorization

If your insurance requires a referral or pre-authorization, ensure it is obtained before your appointment. Without it, we may need to reschedule, and you may be responsible for any unpaid balances.

Insurance Billing

We will bill your primary insurance as a courtesy. Please disclose all insurance information and notify us of any changes. Failure to provide accurate information may result in the bill being your responsibility. If your insurance is out-of-network, you are responsible for any uncovered charges.

Insurance Plans

We accept most major health insurance plans, and a select few vision insurance plans such as Vision Service Plan (VSP), and Vision Care Direct (VCD). Verify our participation with your plan before your appointment.

Non-Contracted Plans

If we are not contracted with your insurance, you are responsible for full payment at the time of service.

Self-Pay Patients

We offer a prompt pay discount for payments made in full at the time of service, which includes a comprehensive exam and a complimentary Optomap.



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Billing Questions

Our office staff can assist with most financial questions and help with paperwork. Please contact us with any questions about our fees, policies, or your responsibilities.

Statements and Collections

Accounts with unpaid balances will receive two statements. If payment is not made, we will make two attempts to contact you by phone, text, or email to arrange payment. Accounts unpaid for 90 days will be sent to a collection agency. Collection costs, including attorney fees and court costs, will be your responsibility.

Returned Payments

A \$35 penalty will be charged for returned checks, credit card chargebacks, or returned payments. Future payments must be made via cash, money order, or cashier's checks.

Missed Appointments

Notify our office at least 24 hours in advance if you need to reschedule. A \$50 fee will be charged for missed appointments without prior notification.