



Gleneagle Vision Center P.C. Policies for Brain Injury Patients

Gleneagle Vision Center, PC is pleased that you have chosen us for your vision care. Dr. Michael Saxerud, OD and his staff look forward to helping you after your injury. Below you will find our policies concerning scheduling, appointments, financial arrangements, and missed appointments. Please read this information carefully.

Services cannot be provided until this agreement is signed with the patient or guardian's signature. By signing this agreement, you acknowledge that you understand that you are responsible for all charges.

The first visit will determine your glasses prescription, evaluate the binocular visual system, and evaluate the health of your eyes. This will last roughly 60 to 90 minutes. Your eyes may be dilated during your first visit, so it may be helpful to have a friend or family member drive you to this appointment. The doctor will also discuss, in-depth, your visual systems and your treatment options at the end of the visit. Feel free to bring a family member to be a second pair of ears for this discussion as it may be a lot of information. Many progress evaluation visits may be scheduled as needed, and usually last about 20 to 30 minutes.

You are required to give our office 24-hour notice if you can not make your appointment. If less than 24 hours notice is given, the appointment will be deemed as missed. **A \$30 missed appointment fee will be charged to the patient for all missed appointments. This fee must be paid in full before another appointment will be scheduled.**

Our office requires that all payments and/or insurance copays are made on the day of service. Please be aware that insurance companies may deny claims for our services. We make every effort to bill claims if we participate with your insurance but that is not a guarantee of payment.

If you are using auto insurance to cover the costs of your care, we will send them your full claim for charges. If you are planning on ordering glasses, we will send the claim to the auto company and collect half of the charges from the patient to put on hold. This is only required if you would like glasses to be ordered before payment is approved by the auto company. If the auto company pays in full, you will be refunded your half of the charges. In some cases, auto insurance will deny claims for our services and the full amount would then be the patient's responsibility. Please note that all medical liens, workman's comp and auto insurance may take up to 45 business days to approve services and payments.

Wellstates and workman's comp patients will not be asked to pay for charges at the time of service.

Gleneagle Vision Center, PC wants to provide all of our patients with the best quality of care. Should your insurance or medical lien deny your claim, please call our office to arrange payments. If your account becomes delinquent, it may be forwarded to an outside collection agency. You will be responsible for all costs of collections, including but not limited to interest, rebilling, court costs, attorney fees, and collection agency costs.

I have read, understand and agree to Gleneagle Vision Center P.C.'s Policies for Brain Injury.

Patient/Guardian

Signature

Date

15435 Gleneagle Dr., Suite 110 | Colorado Springs, CO 80921

Phone: 719.884.8480 | Fax: 719.884.8483



Gleneagle Vision Center, P.C.'s Financial Policies

Our policy is to bill insurance claims as a courtesy for our patients. In order to bill your insurance claims correctly we need the following:

- **A copy of your most current insurance card and photo ID**
- **Social Security number of both the patient and the responsible party**
- **Your current address, which must match the address on file with your insurance company**

Patient Responsibility

Any fees collected at the time of service and any quotes regarding such fees are estimated based on the information available to us at the time of service.

If you are seeing the doctor for a medical condition, we may bill your medical or auto insurance, a lien company, or workman's comp. If you are required to have a referral from your primary care physician, it is your responsibility to obtain this prior to your visit. If you do not obtain the referral, you may be responsible for all charges. If you require assistance in this matter, our office may be able to help. It is your responsibility to know the benefits and coverage requirements of your insurance policy.

In some cases, the doctor deems it necessary to treat individual patient conditions using vision therapy. Vision therapy requires extensive time from the doctor with each patient. This service is not covered by any insurance or lien company except workman's comp or unless otherwise stated. If vision therapy is required, then payment is the patient's responsibility and will be due at time of service.

Please note that most insurance companies do not cover refractions. This procedure may be required at some or all of your visits. If your insurance does not cover this procedure, you will be responsible for the charge.

If you are seeing the doctor for a routine vision examination, full payment is due at the time of service. If you have coverage for routine care, we will bill your routine vision insurance. Please note that additional services such as contact lens exams are not typically covered by insurance companies. Therefore, you may be responsible for a fee. It is your responsibility to know what your insurance policy covers. If a preauthorization is required, it is your responsibility to obtain this prior to your visit.

Our practice is committed to providing the best treatment for our patients. We make every effort to bill claims if we participate with your insurance. All copays, previous balances and non-covered services are due at the time of service. If there is any balance due from you after your insurance company has processed your claim, such as a deductible or co-insurance, we will send a statement to your home address. Statements are mailed every 30, 60, and 90 days. Balances are due upon receipt of the statement. If payment cannot be made in full within 30 days of receipt, please contact our office to arrange a payment plan. If payment is not made after 120 days, your account will be sent to collections.

I have read, understand and agree to this Financial Policy.

Patient/Guardian Name _____ Signature _____ Date _____

Acknowledgement of Receipt

I acknowledge that I have been offered to receive a copy of Gleneagle Vision Center P.C.'s Notice of Privacy Practices.

Patient/Guardian Name _____ Signature _____ Date _____

NOTICE OF PRIVACY PRACTICES

Effective Date: January 1, 2018

Gleneagle Vision Center, P.C.

15435 Gleneagle Drive, Suite 110, Colorado Springs, CO 80921

Michael Saxerud- Policy Officer- 719-884-8480

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

We understand the importance of privacy and are committed to maintaining the confidentiality of your medical information. We make a record of the medical care we provide and may receive such records from others. We use these records to provide or enable other health care providers to provide quality medical care, to obtain payment for services provided to you as allowed by your health plan and to enable us to meet our professional and legal obligations to operate this medical practice properly. We are required by law to maintain the privacy of protected health information, to provide individuals with notice of our legal duties and privacy practices with respect to protected health information, and to notify affected individuals following a breach of unsecured protected health information. This notice describes how we may use and disclose your medical information. It also describes your rights and our legal obligations with respect to your medical information. If you have any questions about this Notice, please contact our Privacy Officer listed above.

A. How This Medical Practice May Use or Disclose Your Health Information

This medical practice collects health information about you and stores it in a chart and in an electronic health record/personal health record. This is your medical record. The medical record is the property of this medical practice, but the information in the medical record belongs to you. The law permits us to use or disclose your health information for the following purposes:

1. **Treatment.** We use medical information about you to provide your medical care. We disclose medical information to our employees and others who are involved in providing the care you need. For example, we may share your medical information with other physicians or other health care providers who will provide services that we do not provide. Or we may share this information with a pharmacist who needs it to dispense a prescription to you, or a laboratory that performs a test. We may also disclose medical information to members of your family or others who can help you when you are sick or injured, or after you die.
2. **Payment.** We use and disclose medical information about you to obtain payment for the services we provide. We may also disclose information to other health care providers to assist them in obtaining payment for services they have provided to you.
3. **Health Care Operations.** We may use and disclose medical information about you to operate this medical practice to improve the quality of care we provide, or the competence and qualifications of our professional staff. Or we may use and disclose this information to get your health plan to authorize services or referrals. We may also use and disclose this information as necessary for medical reviews, legal services and audits, including fraud and abuse detection and compliance programs and business planning and management. We may also share your medical information with our "business associates," such as our billing service, that perform administrative services for us. We have a written contract with each of these business associates that contains terms requiring them and their subcontractors to protect the confidentiality and security of your protected health information. We may also share your information with other health care providers, health care clearinghouses or health plans that have a relationship with you, when they request this information to help them with their quality assessment and improvement activities, their patient-safety activities, their population-based efforts to improve health or reduce health care costs, their protocol development, case management or care-coordination activities, their review of competence, qualifications and performance of health care professionals, their training programs, their accreditation, certification or licensing activities, or their health care fraud and abuse detection and compliance efforts. We may also share medical information about you with the other health care providers, health care clearinghouses and health plans that participate with us in "organized health care arrangements" (OHCAs) for any of the OHCAs' health care operations. OHCAs include hospitals, physician organizations, health plans, and other entities which collectively provide health care services. A listing of the OHCAs we participate in is available from the Privacy Official.
4. **Appointment Reminders.** We may use and disclose medical information to contact and remind you about appointments. If you are not home, we may leave this information on your answering machine or in a message left with the person answering the phone.]
5. **Sign in Sheet.** We may use and disclose medical information about you by having you sign in when you arrive at our office. We may also call out your name when we are ready to see you.
6. **Notification and Communication with Family.** We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or, unless you had instructed us otherwise, in the event of your death. In the event of a disaster, we may disclose information to a relief organization so that they may coordinate these notification efforts. We may also disclose information to someone who is involved with your care or helps pay for your care. If you are able and available to agree or object, we will give you the opportunity to object prior to making these disclosures, although we may disclose this information in a disaster even over your objection if we believe it is necessary to respond to the emergency circumstances. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

7. Sale of Health Information. We will not sell your health information without your prior written authorization. The authorization will disclose that we will receive compensation for your health information if you authorize us to sell it, and we will stop any future sales of your information to the extent that you revoke that authorization.

8. Required by Law. As required by law, we will use and disclose your health information, but we will limit our use or disclosure to the relevant requirements of the law. When the law requires us to report abuse, neglect or domestic violence, or respond to judicial or administrative proceedings, or to law enforcement officials, we will further comply with the requirement set forth below concerning those activities.

9. Public Health. We may, and are sometimes required by law, to disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability; reporting child, elder or dependent adult abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure. When we report suspected elder or dependent adult abuse or domestic violence, we will inform you or your personal representative promptly unless in our best professional judgment, we believe the notification would place you at risk of serious harm or would require informing a personal representative we believe is responsible for the abuse or harm.

10. Health Oversight Activities. We may, and are sometimes required by law, to disclose your health information to health oversight agencies during the course of audits, investigations, inspections, licensure and other proceedings, subject to the limitations imposed by law.

11. Judicial and Administrative Proceedings. We may, and are sometimes required by law, to disclose your health information in the course of any administrative or judicial proceeding to the extent expressly authorized by a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request or other lawful process if reasonable efforts have been made to notify you of the request and you have not objected, or if your objections have been resolved by a court or administrative order.

12. Law Enforcement. We may, and are sometimes required by law, to disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order, warrant, grand jury subpoena and other law enforcement purposes.

13. Coroners. We may, and are often required by law, to disclose your health information to coroners in connection with their investigations of deaths.

14. Public Safety. We may, and are sometimes required by law, to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

15. Specialized Government Functions. We may disclose your health information for military or national security purposes or to correctional institutions or law enforcement officers that have you in their lawful custody.

16. Workers' Compensation. We may disclose your health information as necessary to comply with workers' compensation laws. For example, to the extent your care is covered by workers' compensation, we will make periodic reports to your employer about your condition. We are also required by law to report cases of occupational injury or occupational illness to the employer or workers' compensation insurer.

20. Change of Ownership. In the event that this medical practice is sold or merged with another organization, your health information/record will become the property of the new owner, although you will maintain the right to request that copies of your health information be transferred to another physician or medical group.

21. Breach Notification. In the case of a breach of unsecured protected health information, we will notify you as required by law. If you have provided us with a current e-mail address, we may use e-mail to communicate information related to the breach. In some circumstances our business associate may provide the notification. We may also provide notification by other methods as appropriate.

B. When This Medical Practice May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, this medical practice will, consistent with its legal obligations, not use or disclose health information which identifies you without your written authorization. If you do authorize this medical practice to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

C. Your Health Information Rights

1. Right to Request Special Privacy Protections. You have the right to request restrictions on certain uses and disclosures of your health information by a written request specifying what information you want to limit, and what limitations on our use or disclosure of that information you wish to have imposed. If you tell us not to disclose information to your commercial health plan concerning health care items or services for which you paid for in full out-of-pocket, we will abide by your request, unless we must disclose the information for treatment or legal reasons. We reserve the right to accept or reject any other request, and will notify you of our decision.

2. Right to Request Confidential Communications. You have the right to request that you receive your health information in a specific way or at a specific location. We will comply with all reasonable requests submitted in writing which specify how or where you wish to receive these communications.

3. Right to Inspect and Copy. You have the right to inspect and copy your health information, with limited exceptions. To access your medical information, you must submit a written request detailing what information you want

access to, whether you want to inspect it or get a copy of it, and if you want a copy, your preferred form and format. We will provide copies in your requested form and format if it is readily producible, or we will provide you with an alternative format you find acceptable, or if we can't agree and we maintain the record in an electronic format, your choice of a readable electronic or hardcopy format. We will also send a copy to any other person you designate in writing. We will charge a reasonable fee which covers our costs for labor, supplies, postage, and if requested and agreed to in advance, the cost of preparing an explanation or summary. We may deny your request under limited circumstances. If we deny your request to access your child's records or the records of an incapacitated adult you are representing because we believe allowing access would be reasonably likely to cause substantial harm to the patient, you will have a right to appeal our decision. If we deny your request to access your psychotherapy notes, you will have the right to have them transferred to another mental health professional.

4. Right to Amend or Supplement. You have a right to request that we amend your health information that you believe is incorrect or incomplete. You must make a request to amend in writing, and include the reasons you believe the information is inaccurate or incomplete. We are not required to change your health information, and will provide you with information about this medical practice's denial and how you can disagree with the denial. We may deny your request if we do not have the information, if we did not create the information (unless the person or entity that created the information is no longer available to make the amendment), if you would not be permitted to inspect or copy the information at issue, or if the information is accurate and complete as is. If we deny your request, you may submit a written statement of your disagreement with that decision, and we may, in turn, prepare a written rebuttal. All information related to any request to amend will be maintained and disclosed in conjunction with any subsequent disclosure of the disputed information.

5. Right to an Accounting of Disclosures. You have a right to receive an accounting of disclosures of your health information made by this medical practice, except that this medical practice does not have to account for the disclosures provided to you or pursuant to your written authorization, or as described in paragraphs 1 (treatment), 2 (payment), 3 (health care operations), 6 (notification and communication with family) and 18 (specialized government functions) of Section A of this Notice of Privacy Practices or disclosures for purposes of research or public health which exclude direct patient identifiers, or which are incident to a use or disclosure otherwise permitted or authorized by law, or the disclosures to a health oversight agency or law enforcement official to the extent this medical practice has received notice from that agency or official that providing this accounting would be reasonably likely to impede their activities.

6. Right to a Paper or Electronic Copy of this Notice. You have a right to notice of our legal duties and privacy practices with respect to your health information, including a right to a paper copy of this Notice of Privacy Practices, even if you have previously requested its receipt by e-mail. If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact our Privacy Officer listed at the top of this Notice of Privacy Practices.

D. Changes to this Notice of Privacy Practices

We reserve the right to amend this Notice of Privacy Practices at any time in the future. Until such amendment is made, we are required by law to comply with the terms of this Notice currently in effect. After an amendment is made, the revised Notice of Privacy Protections will apply to all protected health information that we maintain, regardless of when it was created or received. We will keep a copy of the current notice posted in our reception area, and a copy will be available at each appointment.

E. Complaints

Complaints about this Notice of Privacy Practices or how this medical practice handles your health information should be directed to our Privacy Officer listed at the top of this Notice of Privacy Practices.

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to the U.S. Department of Health and Human Services, Office for Civil Rights.

For more information about our privacy practices, call or visit the Privacy Officer at the address or phone number at the beginning of this notice.

****NOTICE OF PRIVACY PRACTICES is for patient records only, we do not need this back. Please sign the Financial Policy for acknowledgement of receipt****