

## Insurance Lab Policy

### Progressive Multifocal Lenses

Due to the nature of progressives multifocal lenses, and how they are designed, some patients have trouble adapting to certain brands of progressives or cannot adjust to wearing progressive lenses at all. These are called non-adapting fittings. If this occurs, the glasses will be rechecked for accuracy and the doctor will recheck the prescription. Lenses can be remade into a different power, different brand of progressive, different frame size or a lined-bifocal or single vision lenses as needed. These remakes are performed by the insurance labs **one time** at NO ADDITIONAL charge to the patient as long as the value is equal and not greater than what was originally purchased. However, because the original lenses were cut and charged for, **no refunds or reduction in fees will be given** to the patient if the lens is remade to a lined bifocal or single vision lenses. This is the policy of the insurance labs.

### Turn-around Time:

Most insurance companies have now gone to system where we have to send the glasses to be made to the insurance lab that they specify. We have NO control over these labs. Due to the high volume of insurance customers and the limitations on the labs, many insurance labs are taking **at least 10-14 business days** for glasses turn-around times. We do not have any control over the time it takes or the quality of the lenses produced by the insurance labs, we are just the mediators. We cannot accept returns based on the time that it takes the insurance labs to produce the proper lenses; we have no control over this process. Any issues with turn-around time or defective lenses must be taken up directly with the insurance company. **We do NOT give refunds.**

I acknowledge that I have been informed of the insurance lab policies:

Name: \_\_\_\_\_ Date: \_\_\_\_\_