

**Virginia Beach Eye Center, P.C.**  
**465 N. Great Neck Road**  
**Virginia Beach, VA 23454**  
**Phone: (757) 481-5555 Fax: (757) 481-6486**  
**Billing Questions: (757) 481-2459**

### **General Information**

Virginia Beach Eye Center is proud to provide comprehensive eye care services, from highly specialized ophthalmic surgery to routine exams and contact lenses. With the expansion of our in-office optical dispensary, we have over 1500 frames displayed. Our highly trained staff is ready to serve you.

Our new state of the art Eye Center offers comprehensive, total eye care services. You benefit from the latest vision technology and the extensive experience of some of the finest ophthalmologists in the Southeast. Our physicians are board certified or board eligible and have specialized training and experience in such procedures as no-stitch cataract surgery, Crystalens, LASIK, PRK, and much more. They are experts in the diagnosis and treatment of glaucoma, diabetic eye disease, and other retina problems, as well as eyelid plastic surgery. Our doctors take pride in the individualized care they provide to our patients.

### **Policies and Procedures**

#### **Office Hours:**

Virginia Beach Eye Center –  
9:00 AM to 5:00 PM                      Monday – Friday

Optical Dispensary –  
8:30 AM to 5:30 PM                      Monday – Friday

#### **Appointments:**

All patients are seen by appointment. Please help us by coming in 15 minutes early for your appointment to complete any paperwork necessary. In fairness to other patients, if you are late for your appointment, it may be necessary to reschedule your appointment or to work you back into the day's schedule.

If you are unable to make it to your appointment, please let us know at least 24 hours prior to your appointment time so we can make the appointment time available to another patient. Appointments that are not cancelled at least 24 hours in advance of the appointment time will be subject to a **“No Show” / “Cancellation” fee of \$50.00** payable before another appointment will be scheduled.

We do see urgent and emergent patients and allot time at the end of the session for these appointments.

**Appointments (cont):**

Unlike appointments with other physician specialties, **please plan to be in our office for at least 2 hours**, depending on the reason for your visit. You will see a qualified technician for work up and any diagnostic testing needed before seeing the physician. This process provides valuable information for the physician in completing your eye examination.

**Phone Calls:**

Patients are encouraged to call with any questions. Our staff will return your call as soon as possible depending on the urgency of the call. If you need to speak directly to the doctor, a message will be taken and they will return your call as soon as possible. If you must reach a physician after office hours you can call the answering service at 481-5555. All non-emergencies should be taken care of during office hours.

**Fees and Payments:**

We ask for payment at the time of service. If we participate with your insurance plan, you will only need to pay your co-pay and deductible. Outstanding balances are due within 30 days of your bill. Overdue accounts are submitted to an agency for collection. Payment problems or questions should be directed to Robin 481-2907.

Most patients will get a refraction. This procedure is performed in order to prescribe glasses or contacts, but may also need to be performed to diagnose an ocular problem. **A refraction is considered a non-covered service by most insurances, so there will be a \$55.00 charge for this procedure.** All surgeries must be paid for in advance unless you have insurance that will cover the procedure. For your convenience, we accept cash, check, MasterCard, Visa, American Express, and Discover. Financing is available for surgeries.

**Insurance:**

We participate and/or accept assignment with the following insurance programs: Aetna, Affordable, Alliance, Anthem Blue Cross/Blue Shield, GHI, Healthfirst, Medicare, Medicaid, MD IPA, Optima, Priority, Sentara, United Healthcare, Vision Service Plan (VSP), and Virginia Health Network/PHCS. If you have a group insurance that is not listed here, please call us at 481-2907 to see if we participate with your plan.

We file all of the above insurances and the secondary insurances. If you have an out of state plan, or insurance that we do not participate with you must pay in full and we can courtesy file the insurance claim for you.

**If your insurance requires a referral from your Primary Care Physician, please be sure to obtain this prior to your visit** to avoid paying for your exam or having to reschedule your appointment.