

## If you are paying for care yourself:

### We Accept

Cash, personal check, money order, Discover, MasterCard, Visa, American Express and Care Credit may be used for payment of your charges, deductibles and co-payments.

### Refunds

Overpayments will be refunded, but not until all active or past due accounts are paid in full.

### Payment Plans & Financial Assistance

A payment plan may be set up if you are not able to make full payment of the balance that is due. An analysis of your financial situation will be required. These plans only apply to medically necessary services. Supplies are not included.

### If you do not meet your financial obligations:

In fairness to those who do pay and to maintain our financial health, we must collect our charges when possible. Maine Eye Center will continue to pursue the full amount due on all past due accounts, plus any other costs permitted by law.

## About Your Bills

In addition to your bill from Maine Eye Center, you may receive other bills. They may include:

- Bills from other doctors.
- Bills from the Outpatient Facility.
- Bills for any outside services ordered by your doctor, such as anesthesia, radiology, pathology, etc.

**If you have questions regarding these statements, you should contact that office or company directly.**

### MAINE EYE CENTER

#### Lowell Street Location:

15 Lowell Street  
Portland, ME 04102

#### Stroudwater Location:

1685 Congress Street, 3rd Fl.  
Portland, ME 04102

Phone: (207) 774-8277

Fax: (207) 699-5850

## Patient Accounts

## Financial Policies



### Lowell Street Campus

15 Lowell Street  
Portland, ME 04102

### Stroudwater Campus

1685 Congress Street, 3rd Floor  
Portland, ME 04102

### PHONE:

(800) 545-6066

(207) 774-8277

### FAX:

(207) 699-5850

## Our Commitment

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Maine Eye Center has a long tradition of providing the best possible healthcare to our patients regardless of their financial pay class and ability to pay. Maine Eye Center has a duty to protect our financial health as well. As a private practice we depend on patient revenue to operate. It is important that we collect charges when possible so we may continue to provide quality eye care to the community.

### We Will:

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- On request and within a reasonable time, provide each patient with a complete and accurate bill.
- Help you determine how to pay your bill.

### For Assistance:

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Before your appointment date or receiving services, call (207) 774-8277 (option 6) or (800) 545-6066 (option 6) to speak with a Patient Accounts Representative.

### You Will:

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- As the patient or legal guardian or representative, be responsible for all charges.
- Provide complete and accurate personal, financial and insurance information.
- Pay your co-pay, deductible, coinsurance, non-covered and cosmetic services at the time of service.
- Obtain all necessary insurance authorizations and referrals prior to your appointment.

### Scheduled Surgeries:

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Information is required before a scheduled outpatient procedure. Plans for payment of uninsured services, deductibles, coinsurance and co-payments must be made before your surgery. In order to make your surgical experience as comfortable as possible, payments are not accepted at the Surgical Admissions Desk on your surgical day and will be required in advance.

### Emergency Treatment:

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Emergency services will not be delayed for financial reasons. However, all financial policies will apply. There is a fee for emergency services in addition to your office visit charge.

### If you have insurance:

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We will bill your insurance company for all claims if you give us the information we require to process the claim. You are responsible for any co-payment, coinsurance, deductible or non-covered services.

### If you do not have insurance:

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If you do not have insurance coverage, you will be required to pay for your services at the time you receive them. If you cannot afford to pay your bill, you may apply for our Patient Assistance Program in advance of receiving service. Please call in advance of your appointment. A detailed analysis of your financial situation is required. If eligible for this program, you will receive discount relative to your financial ability to pay. For more information on this program, please contact a Patient Accounts Representative.

### Patient Account Representatives

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May be reached at:

(207) 774-8277 (option 6)  
(800) 545-6066 (option 6)