



Understanding Your Surgical Costs

- Any premium, or upgraded services, will be discussed with your surgical counselor at the time of your evaluation or pre-op appointment. ***These costs are IN ADDITION to any amount that is required by your insurance carrier for the covered portion of your procedure! Any upgraded service must be paid in full on or before your surgery date—No Exceptions!***
- You are strongly encouraged to provide a valid credit card to your surgical counselor or other staff member to keep securely on file to make the process of collecting your out-of-pocket expenses as simple as possible when the time comes. Cash, check, or Care Credit payments can be collected at the time of your pre-op testing in the office or on the day of your surgery.
- A member of our Pre-Authorization and Pre-Collection team will request authorization from your insurance company, if needed, approximately 3 to 4 weeks before your scheduled procedure.
- As a courtesy to you, you will receive a call 1-2 weeks prior to your procedure to discuss any insurance-related expenses, such as copays, deductibles, or coinsurance. ***Payment will also be requested at this time.***

***PLEASE NOTE: VERY IMPORTANT*:**

YOUR CALL MAY COME FROM A(410) AREA CODE, CHESAPEAKE EYE

Please be assured that this is a legitimate member of our parent organization contacting you. ***Make sure to listen to your voicemail in its entirety to obtain the correct contact phone number!***

- If you have questions or concerns before that time frame, we strongly encourage you to reach out to your insurance company and discuss your benefits with them. You can obtain the appropriate surgical codes from your surgical counselor to get the most accurate information. Please be sure to let the carrier know where your procedure will be taking place (ambulatory surgery center or outpatient hospital), as your surgical benefits can be significantly different from in-office benefits

If you have questions for our Pre-Authorization team, please email preauth@vipeyes.com. Please allow 24-48 hours for a response from one of our Pre-Authorization specialists

Thank you for choosing us for your eye care needs. We look forward to providing you with continued, superior care!