

FAQ FORM- 2017

How much is an exam?

- A routine eye exam for a new patient is \$84, established patients \$74. This exam thoroughly evaluates the health of your eyes and includes a copy of the prescription upon request.
- If a medical issue arises during your exam your medical insurance may be charged instead. This will be based on necessary testing. You can ask the student or doctor about this at any time during your exam.
- Contact lens services are additional and range from \$34- \$210 for the Contact Lens portion of the exam, and depends upon the type of service/fit.
- **Payment is due at the time of service (copays included) unless prior arrangements have been made.**

Do you offer any discounts?

- Same Day Pay discount of 10% when services & materials are paid in full at the time of service.
- Buy a 2nd pair of glasses and receive a 25% off discount when glasses are ordered with a one-year supply of contacts or a second pair of glasses are ordered within 3 months of the initial purchase.

Do you offer free exams and glasses?

- There are programs and resources available to assist low income patients. Please inquire when making an appointment.

How soon can I get in? –

- Typically, appointments are available 1-2 weeks out.
- The clinic is scheduled by the FSU academic semester, it may take up to a month or more to get an appointment if you try to schedule at the end of a semester.
- Due to unforeseen cancellations and reschedules, we may be able to accommodate a same day or next day appointment. Please ask to be put on the “waitlist” if you would be open to a same day appointment.

Do you accept walk in patients? –

- General exams are by appointment only.
- If you have an urgent situation that requires immediate care, you may walk in or call and you will be taken care of. If urgent symptoms occur after hours, you may contact the on-call doctor by calling 231-796-3564.

What information do I need when I call?

- To expedite your call, please have the patient’s demographic information, date of birth, last 4 of SS#, and insurance information (Contract #, Plan#, Card holder’s Name and Card holder’s date of birth.)
- We cannot schedule an appointment without this information.

How do I register online?

- To set up a secure, online, patient portal account, please visit our website at www.ferris.edu/eyecenter then click on the “On-line Patient Registration” link halfway down on the left.

What types of insurance do you accept?

- The University Eye Center accepts most insurance plans.
- Please call 231-591-2020 or stop by our front desk to discuss your specific policy with our friendly clinic staff.
- It is the patient’s responsibility to know if he or she is eligible through their insurance. Our insurance specialist is happy to assist patients who do not know how to tell if they are eligible but please note that it may take several days to verify coverage.

Do you take Medicaid? –

- We accept most Medicaid plans offered in Mecosta County.

How long will it take? –

- Eye exams can take 1.5 to 2 hours – *remember that this is an educational teaching facility.*
- Plan additional time to browse our optical area, if you think you need glasses.
- **Helpful Tip:** Most patients prefer to select frames BEFORE their eyes are dilated in their exam. Come early to check out our amazing selection of frames.

Will I be seen by a student or a doctor? –

- Examinations are performed by optometry students under the direct supervision of licensed optometrist.
- This means, during the exam, the student doctor will perform the majority of the testing.
- The student will confer with the attending doctor and the doctor will repeat some testing before signing off on your record.
- *Remember that you are helping to create our future Optometrists by having our students perform your exam.*

Will they dilate my eyes? –

- Dilation is part of the general exam and performed as the standard of care in all comprehensive exams.
- Dilation causes light sensitivity, so remember your sunglasses to protect your eyes. Some patients even prefer to have a driver accompany them to the appointment.

Can I get a second pair of glasses today?

- If you plan to use your insurance for your second pair, please refer to your specific policy guidelines.
- If you choose to purchase a second pair out of pocket, our optical staff would love to assist you in finding the perfect pair!
- As an added bonus, the second pair of glasses are 25% off.

When will my glasses be ready to pick up?

- The University Eye Center staff will notify you as soon as your glasses are ready for pick up. This usually takes 2-3 weeks and this is based on the lab that your insurance company requires us to use.
- If it is more than 3 weeks after you placed the order and you have not heard from us, please call to check on the status of your order.

How much do glasses cost?

- The cost of a pair of eye glasses is dependent on a number of different factors. Your specific prescription needs, the frame, the lens materials, coatings, insurance, and discount programs all factor in to determine your final price.
- We have frame and lens options to accommodate nearly any budget.
- The best option is to come to the clinic with a budget in mind and work with one of our skilled opticians who will find the best fit for you.

Why do glasses cost so much?

- Eyeglasses are custom made medical devices that must meet very high quality standards.
- Glasses are fit by highly trained opticians whose time and knowledge is valuable.
- The cost of the glasses is a product of the training, time, and high quality materials required.

**University Eye Center reserves the right to make changes at any time.