



Credit Card on File – Full Policy

Florida Eye Specialists and Cataract Institute is committed to reducing waste and inefficiency and making our billing process as simple and easy as possible. We require that you provide a credit card on file with our HIPAA-compliant, secured system. When you come in, we will swipe your card with a card reader, much the same as any other credit card transaction. **Office personnel will not have access to your card. Only the last 4 digits will show in our system.**

Once your insurance company has processed your claims, they will send an Explanation of Benefits (EOB) to both you and our office showing what your total patient responsibility is. **You may receive the EOB before we do, so if you disagree with the patient amount owed, it is your responsibility to contact your insurance carrier immediately.**

When we receive the EOB, we will enter this information into our system and subtract the payments and adjustments required by the insurance company. The remaining balance will be only what the insurance company has determined you owe on the claim.

Once that information is entered into our system, balances \$10.00 or less will be charged immediately, otherwise you will receive a statement from us for the balance that you owe. If you wish to give a different method of payment than the card on file or if you would like to split your balance into multiple payments, call our billing office at 813-654-0528 and speak to our department to make payment arrangements. **You must call to make arrangements within 30 days of the statement date, or your credit card will be billed for the total amount owed.**

It is your responsibility to ensure that the card you have on file is not expired or cancelled and has an appropriate amount of available credit. Please call our office immediately if you need to update your credit card on file. If your payment is declined, a \$35.00 declined payment fee will be applied, and a warning letter sent. If we receive no response within 30 days of the letter date, your account will be sent to a collection agency. **Please note - we understand that you may not remember to update your card on file. We will remove the declined payment fee when you respond to the letter.**

Thank you!

Brandon
403 Vonderburg Dr.
Brandon, FL 33511

Plant City
2002 South Alexander St.
Plant City, FL 33563

Riverview
13106 Vail Ridge Dr.
Riverview, FL 33579

Ruskin
612 N US Highway 41
Ruskin, FL 33570

South Tampa
3115 W Swann Ave
Tampa, FL 33609

St. Petersburg
5800 49th St N, Ste S-108
St. Petersburg, FL 33709

Sun City Center
1701 Rickenbacker Dr
Sun City Center, FL 33573

Lake Wales
749 State Road 60 E
Lake Wales, FL 33853