

Understanding Your Surgery Bill and Fees

As you prepare for your surgery, we want you to understand how you will be billed for the services that you receive. The success of your surgery depends on the team effort by many dedicated professionals including your Cleveland Eye Clinic surgeon and the Surgery Center or Hospital. There are separate providers of your surgical care. Therefore, you may receive separate bills from the Surgeon, the Anesthesiologist, the facility (ASC or Hospital) and in some cases, your referring Optometrist.

Cataract Surgery is a covered benefit by most insurance companies. After surgery, all surgical care providers will first bill your insurance company for the costs associated with surgery. After notice from your insurance company, you may still receive a bill for any remaining balance. (for example: a remaining balance may be a deductible cost, co-pay, co-insurance etc.) The following is an explanation of the providers you may receive a bill from for any outstanding surgical balance:

1. Surgery Center or Hospital Bill

You will receive a Facility Fee Bill from the Surgery Center or Hospital at which you elect to have your surgery performed. During your consultation, a member of the Cleveland Eye Clinic surgical team will schedule your surgery at a location that best meets your insurance and personal needs. The bill you receive will reflect expenses for staff, supplies, and equipment used for the operating room services provided by the Surgery Center or Hospital. Questions and payments regarding this bill should be addressed directly to the designated Surgery Center or Hospital. For Surgery Center information make sure to reference your Cleveland Eye Clinic surgical folder (green) and/or visit our website at www.clevelandeyeclinic.com

**Please note: Cleveland Eye Clinic is NOT the Surgery Center*

2. Surgeon's Bill

The surgeon performing your surgery is an employee of the Cleveland Eye Clinic. You will receive a separate bill for services performed by the surgeon. All questions and payments regarding the surgeon's services should be addressed to the Cleveland Eye Clinic at 216-621-6132/800-875-0300. A member of our Billing Department will be happy to assist you Monday-Friday 8:30 a.m. – 4:00 p.m.

3. Anesthesiologist's Bill

The anesthesia you receive during your surgery is provided by an anesthesiologist who is a staff member or contracted by the Surgery Center or Hospital. You will receive a separate bill for the services provided by the anesthesiologist. Questions regarding this bill should be addressed to the specified anesthesiologist named on your bill. Please reference your billing statement for all necessary contact information.

4. Other Bills

Optometrist - if you were referred to the Cleveland Eye Clinic by your primary eye care provider and you elect to see your Optometrist for post-operative care, you may receive a bill(s) from that office. Questions and payment regarding this bill should be directed to your optometrist's office and not the Cleveland Eye Clinic. Please refer to your Post-Operative Instructions located in your Cleveland Eye Clinic cataract folder (green) for the date, time and location of your scheduled post-operative care visit.

Pre-Admission Testing (P.A.T) - if your surgery is being performed at a Surgery Center or Hospital that requires Pre-Admission Testing, then you may receive a bill for this mandatory lab work. In the event that P.A.T is required, the designated Surgery Center or Hospital will contact you to schedule and arrange this testing. Should you have any questions, please direct all calls to the designated Surgery Center or Hospital.

5. Duplicate Bills

Receiving multiple bills can be confusing to anyone. Many patients often feel that they are being over charged when they receive numerous bills for cataract surgery. When electing to have cataract surgery, it is important to understand that only **one** eye can be operated on at a time. Therefore, you will be given 2 separate surgery dates for your cataract surgery. Because you are technically having 2 separate surgeries (for example – left eye then right eye) you will receive 2 separate sets of bills as outlined above. Each eye is considered a separate surgery. Make sure to reference the surgery dates listed on your bill(s) for clarification.

6. Additional Questions – Who to Call

If you have additional questions, **first** call your insurance company to verify your benefits. If you have questions prior to your surgery contact the Cleveland Eye Clinic Surgical Team at 216-621-6132. If you have questions post surgery, contact our Billing Department at 216-621-6132.