

# FOR YOUR INFORMATION



BLACK HILLS  
REGIONAL EYE   
INSTITUTE

2800 Third Street | Rapid City, SD 57701 | [www.BlackHillsEyes.com](http://www.BlackHillsEyes.com)

*We are*

BLACK HILLS  
REGIONAL **EYE**   
**INSTITUTE**



**Prema Abraham, MD**



**Terrence Spencer, MD**



**Stephen Khachikian, MD**



**Adam Jorgensen, MD**



**Scott Schirber, OD**



**Ryan Scarborough, OD**



**Jess Moser, OD**



**Kristin Tarbet, MD**

# VISION FOR LIFE

## Specialties Of The Eye Institute

iLASIK & PRK Surgery • Cataract Surgery

Cornea • Glaucoma • Diabetic Retinopathy

Macular Degeneration Wet & Dry

General Eye Exams

Ophthalmic Plastic and Reconstructive Surgery

FDA Clinical Trials

## Welcome

Welcome to the Black Hills Regional Eye Institute and thank you for selecting our facility to serve your eye health care needs. We will do all we can to provide you the very best of care. Your physician would like you to review this patient information book. If there are questions that you have that might not be answered in this book, please do not hesitate to ask any of the Institute staff. It is our desire to make your visit both as pleasant and as beneficial as possible.

Please keep this book for future reference.

## Appointment

For: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Dr. \_\_\_\_\_

Please advise the person at the registration counter when you arrive of any change in your address, phone number, insurance, etc., that has occurred since your last visit.

1st Floor – Check-In for Doctors Jorgensen,  
Khachikian, Moser, Scarborough,  
Schirber, Spencer, Tarbet  
iLASIK Center

2nd Floor – Surgery Center & Check-In

**Any patient requiring assistance transferring will need to be accompanied by someone who can aid in that transfer.**

***ALL EYE INSTITUTE POLICIES ARE AVAILABLE ONLINE OR AT CHECK-IN***

## Cancellation Of Appointments

If you are unable to keep your scheduled appointment or will be late, please notify the Institute as soon as possible for rescheduling. This courtesy allows us to be of service to other patients. After hours and on weekends an answering service is available in case of an emergency.

## Red Flag Rules

It is the policy of the Black Hills Regional Eye Institute to follow all federal and states laws and reporting requirements regarding identity theft. The Eye Institute staff will be alert for discrepancies in documents and patient information that suggest risk of identity theft or fraud. The Eye Institute will verify patient identity, address and insurance coverage at the time of patient registration/check-in.

**You will need to bring the following:**

- Photo ID
- Current Insurance Information
- Social Security Number

***See our Financial Policy on the next page for more information***

## FINANCIAL POLICY

We provide MEDICAL and SURGICAL ophthalmologic care to our patients; in addition to our medical surgical care we offer routine eye exams with our Optometrist.

We are committed to providing patients with the highest level of service and quality care. If you have medical insurance, we will strive to help you receive your maximum allowable benefits. To achieve these goals, we need your assistance and understanding of our financial policy. It is the patient's/parent's/guardian's responsibility to understand or ask questions regarding the following information. Ultimately, all financial liability rests with the patient.

- **Photo ID:** Federal Law requires proof of identity to submit to an insurance carrier. If unable to provide a photo ID, Patient will be required to pay for services up-front.
- **Current information:** Bring all current insurance cards and provide current demographic information including address, phone numbers and employer.
- **Social Security Number:** We require the social security number of the responsible party to establish an account that carries any balance. If you do not wish to supply your social security number, we are happy to provide your medical care, however, we will require you to pay for all service in full prior to being seen.
- **Managed Care or PCP (primary care provider) plans:** If your insurance requires a referral to see a specialist, you must obtain that referral to have insurance process your visit. If you do not have a valid referral you will need to pay for the visit prior to being seen.
- **Prior Authorizations:** Some insurance plans require a prior authorization for services by a specialist. Review your policy to see if there is such a requirement. Our office will be happy to assist you in obtaining prior authorizations or approvals when needed, but remember it is your responsibility to know the requirements of your policy. Failure to obtain prior approval or prior authorization could result in a service being non-covered, which will result in higher out of pocket costs for you.
- **Co-pay and Deductibles:** Patients are responsible to know what their co-pays and deductibles are. It is also your obligation to pay these co-pays and remaining deductibles at the time of service. If a patient has a question regarding their payment requirements they should contact our medical billing staff PRIOR to services being rendered.
- **Payment Due:** Payment is considered due when services are rendered. We file to your medical insurance as a courtesy.
- **Payment Arrangements:** As outlined above, co-pays and any remaining deductibles are due at time of service. Patients may also have co-insurance for services rendered; if they are unable to pay the co-insurance amounts within 90 days they should contact the medical billing department to discuss possible alternative payment arrangements.
- **Refractions:** Refraction is the process of determining if there is a need for corrective eyeglasses or contact lenses. It is an essential part of an eye examination and necessary in order to write a prescription for glasses or contact lens. Medicare and most medical insurance do not cover the fee for refractions. You are responsible for this fee and it is payable at the time of service. We can, at your request, file your refraction charge with your medical insurance plan. If your insurance policy pays this fee, we will then refund your payment.
- **Participating Insurance Plans:** Our office participates with several insurance plans. It is your

responsibility to verify with your insurance company if our office is within your networks.

- **Vision Plans:** Our office does not participate with any Routine Vision Plans such as VSP, Davis Vision, etc.
- **Medical Plans that have Vision Benefits:** Please be advised that some medical plans do have routine vision benefits; however, sometimes these vision benefits are with a different carrier than your medical plan. We may be participating providers with your medical plan but not your vision plan. Please contact your carrier to verify your benefits and whether the practice is a provider for both your medical and vision plan.
- **Non-covered Services:** Patients understand that some services may be considered non-covered by their insurance plans. The patient is responsible to know what their insurance does or does not cover and understand that they are financially responsible for paying all non-covered services.
- **Minors:** For all services rendered to minor/dependent patients, we will look to the parent or legal guardian accompanying the patient for payment. In cases of separation or divorce, when presenting insurance cards for a dependent enrolled under a subscriber other than you, please be prepared to supply that subscriber's name, address, phone number, date of birth. We request that you inform the subscriber that their insurance has been used.
- **Denied Charges:** Our physician may recommend treatment for services that are denied as investigational, experimental or not medically necessary by insurance plans. Patients are still obligated when applicable to pay for these services in full.
- **Finance Charges:** The current rate is 24% APR and is automatically applied to all accounts with a balance over 90 days.
- **Past Due Accounts:** All accounts are considered past due if not paid within 90 days of service. Past due accounts without acceptable current payment arrangements may end up being referred to an outside agency for collection, which can be subject to penalties and interest, or the inability to be scheduled for future appointments until old balances have been paid in full.
- **Surgery Charges:** The practice will make every effort to determine your insurance benefits and to relay your estimated responsibility for the surgery charges. Keep in mind that this is just an estimate and when surgery is performed, you may incur additional charges from the surgeon, surgery facility, anesthesiologist, laboratory or radiologist.
- **Form Completions:** There may be charges for completing various forms, including DMV, AFLAC, or disability forms. When appropriate pre-payment would be required for completing these forms or for extra written communication by the doctor. The charge is determined by the complexity of the form, letter, or communication.
- **Surgical Cancellations:** Any patient who cancels a scheduled surgery without giving more than two (2) business days' prior notice, or does not show up for a scheduled surgery, may be charged a \$200.00 rescheduling fee. Legitimate emergencies will be taken into consideration.
- **Payment Types:** We accept the following forms of payment: Cash, Personal Check (seven days prior, when for refractive upgrades), Visa, MasterCard, Discover, Money Orders, Cashier Checks, or Bank Checks. We also accept Care Credit ONLY for uninsured patients, Lasik, refractive upgrades, or cosmetic procedures. We do not accept American Express.

Should you have any questions about our financial policies, please contact one of our medical billing specialists prior to your scheduled appointment at 605-341-9120 or 1-800-658-3500.

Effective 3-14-2018

## HOTEL/MOTEL LISTING

### **THE RUSHMORE HOTEL**

445 Mount Rushmore Road - (605) 348-8300  
OR (855) 732-3622

Patient discount rates offered (let the hotel know when making your reservation that you are an Eye Institute patient); Located Only 2 miles from BHREI in Rapid City's Happening Downtown District. Complimentary Breakfast; On-site Enigma Restaurant and 445 Martini Lounge. One House Martini Drink Coupon Per Stay. Complimentary Scheduled Shuttle Service to and from the Eye Institute and Surrounding Pharmacies; Complimentary Wifi, Fitness Center, Business Center and USA Today Newspapers(M-F).

### **AMERICAS BEST VALUE INN**

620 Howard Street, Exit 58 near Applebee's and Chili's - (605) 343-5434 OR (888) 315-2378

Patient discount rates offered (let the hotel know when making your reservation that you are an Eye Institute patient); complimentary hot breakfast, exercise room, business center, children 17 and under stay free, free high speed wireless internet, pet friendly, indoor spa, outdoor heated pool.

### **CAMBRIA SUITES**

3333 Outfitters Road - (605) 341-0101

Patient discount rates offered. (let the hotel know when making your reservation that you are an Eye Institute patient); Located off I-90 next to Cabela's. Shuttle service available. Breakfast included if mention "Eye Institute" at bistro. All rooms have microwave and refrigerator. Recently built in Rapid City – clean, modern, and neat.

### **COMFORT INN & SUITES**

915 Fairmont Blvd - (605) 718-4444

Patient discount rates offered. (let the hotel

know when making your reservation that you are an Eye Institute patient) Indoor pool and hot tub; four blocks from the Eye Institute; free complimentary breakfast, cable TV and HBO; room rates vary according to season.

### **QUALITY INN**

750 Cathedral Drive- 605-341-9300

Patient discount rates offered. (let the hotel know when making your reservation that you are an Eye Institute patient) Indoor pool, free complimentary hot breakfast, complimentary Wi-Fi, pet friendly, fitness room, refrigerators & microwaves in every room; 3 blocks from the Eye Institute.

### **RAMKOTA HOTEL**

2111 N. LaCrosse St. - (605) 343-8550 OR (800) 528-1234

Patient discount rates offered. (let the hotel know when making your reservation that you are an Eye Institute patient) Home to Minerva's Restaurant, high-speed internet, variety of rooms (rates may vary according to season).

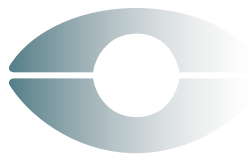
### **TRAVEL LODGE**

2505 Mount Rushmore Road - (605) 343-5383  
OR (800) 528-1234

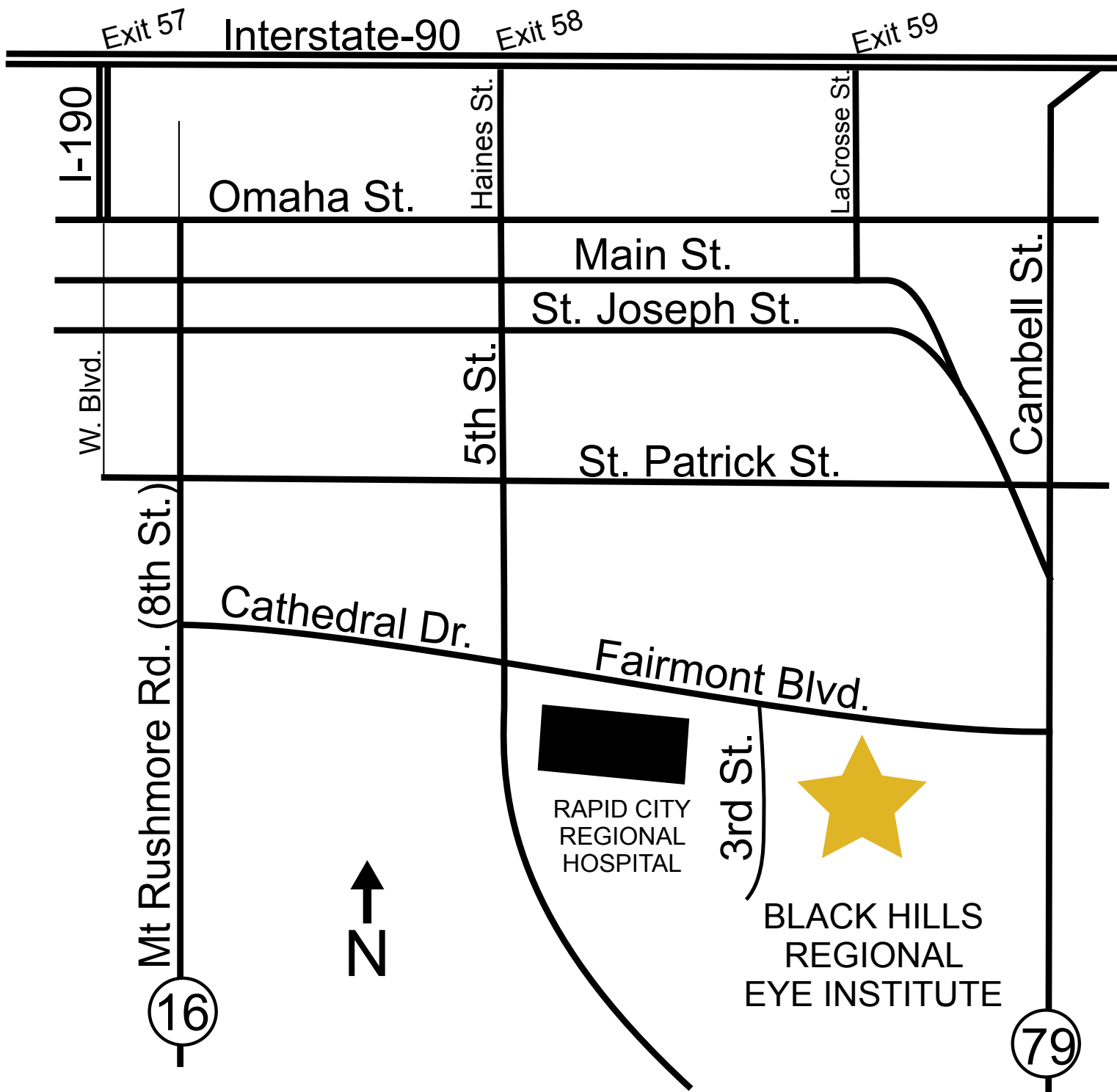
Patient discount rates offered (let the hotel know when making your reservation that you are an Eye Institute patient) Located 1 mile from the Eye Institute. Phones answered 24 hours; free transportation to and from the Eye Institute and pharmacies; outdoor and indoor seasonal heated pool; some rooms with refrigerator and microwave available; rooms have ironing board and hair dryers; in room coffee; remote/color satellite TV with free HBO; free local calls; free newspapers; complimentary continental breakfast; rates may vary according to season.

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REGIONAL

# EYE INSTITUTE



2800 Third St Rapid City, SD 57701



**BLACK HILLS  
REGIONAL** **EYE**   
**INSTITUTE**

**Phone Number**  
**605-341-2000**

**Toll Free Number**  
**1-800-658-3500**

**Website**  
**[www.blackhillseyes.com](http://www.blackhillseyes.com)**



**All Phones Are  
Answered  
24 Hours A Day**

Drop off and pick up area available near front entrance.

2800 Third Street  
Rapid City, SD 57701

Just East of Rapid City Regional Hospital

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