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Dear Patient,

We value our relationship with you and the fact that you have selected Matossian Eye Associates (MEA) as your eye care provider. This memo addresses a difficult issue that affects all of us: What do particular insurance policies cover and not cover?

Health care coverage is constantly changing especially for a specialty like Ophthalmology. We deal not only with hundreds of different insurance plans and their variations, but also with stringent requirements regarding visits that must be authorized and categorized as either a medical problem or routine vision care.

We cannot be expected to know the particulars of every existing policy let alone keep up with their frequent policy changes.

It is your obligation to know your insurance plan, what it covers and does not cover, and what authorization is required for treatment. If you are not familiar with your benefits regarding eye care coverage, it is your responsibility to find out. Please call the customer service number on the back of your insurance card.

One of the most common issues we deal with is a patient who arrives at our office with no referral or authorization. Your plan with its benefits and restrictions should have been described to you at enrollment. Any questions about your insurance should be directed to your employer or to the insurance plan itself.

Thank you for your consideration and cooperation. We are pleased to care for your vision.

Clayton Grinage, COE
Administrator