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**Fry Eye Associates, P.A.**  
502 College Street  
Garden City, KS 67846  
(620) 275-7248  
or (800) 526-3937

William S. Clifford, M.D.  
Reed A. McAtee, O.D.

Welcome to Fry Eye Associates! We hope that you are looking forward to your appointment with us. In this packet are several helpful items to make your experience at Fry Eye a success.

**FORMS:** We recognize that your time is valuable. To keep your appointment as timely as possible, we must have the attached forms completed and returned *prior* to your appointment:

- Patient Registration Form
- Medical History Form
- Lifestyle & Visual Questionnaire

**Failure to return completed forms within 5 days of your appointment may cause your appointment to be delayed or rescheduled.** If there is not sufficient time for mail delivery, you may:

- Fax completed forms to (620) 275-5262
- Email completed forms to FryEyeMail@fryeye.com
- Hand-deliver to 502 College Street at least 5 days before your appointment.

**IMPORTANT INFORMATION FOR CONTACT LENS WEARERS:** If your appointment is for a *Cataract/Blurry Vision Evaluation*, or for a *Refractive Surgery/LASIK Evaluation*, soft contact lenses must be removed a minimum of one (1) week prior to your appointment; and rigid/gas permeable contact lenses must be removed a minimum of three (3) weeks prior to your appointment.

**RESIDENTS OF CARE HOME FACILITIES:** All residents of care home facilities need to be accompanied by a care giver or family member. Our employees are not licensed or trained in lifting/transferring patients, nor are they trained to provide restroom assistance.

**TRANSLATION SERVICES:**

Dependent upon the daily schedule, a Fry Eye Associates translator may not be immediately available. If you need a translator, please bring one with you; otherwise, your patient care may be delayed until the next translator becomes available.

*Dependiendo del horario diario, es posible que un traductor de Fry Eye Associates no esté disponible de inmediato. Si necesita un traductor, traiga uno; de lo contrario, la atención de su paciente puede demorarse hasta que el próximo traductor esté disponible.*

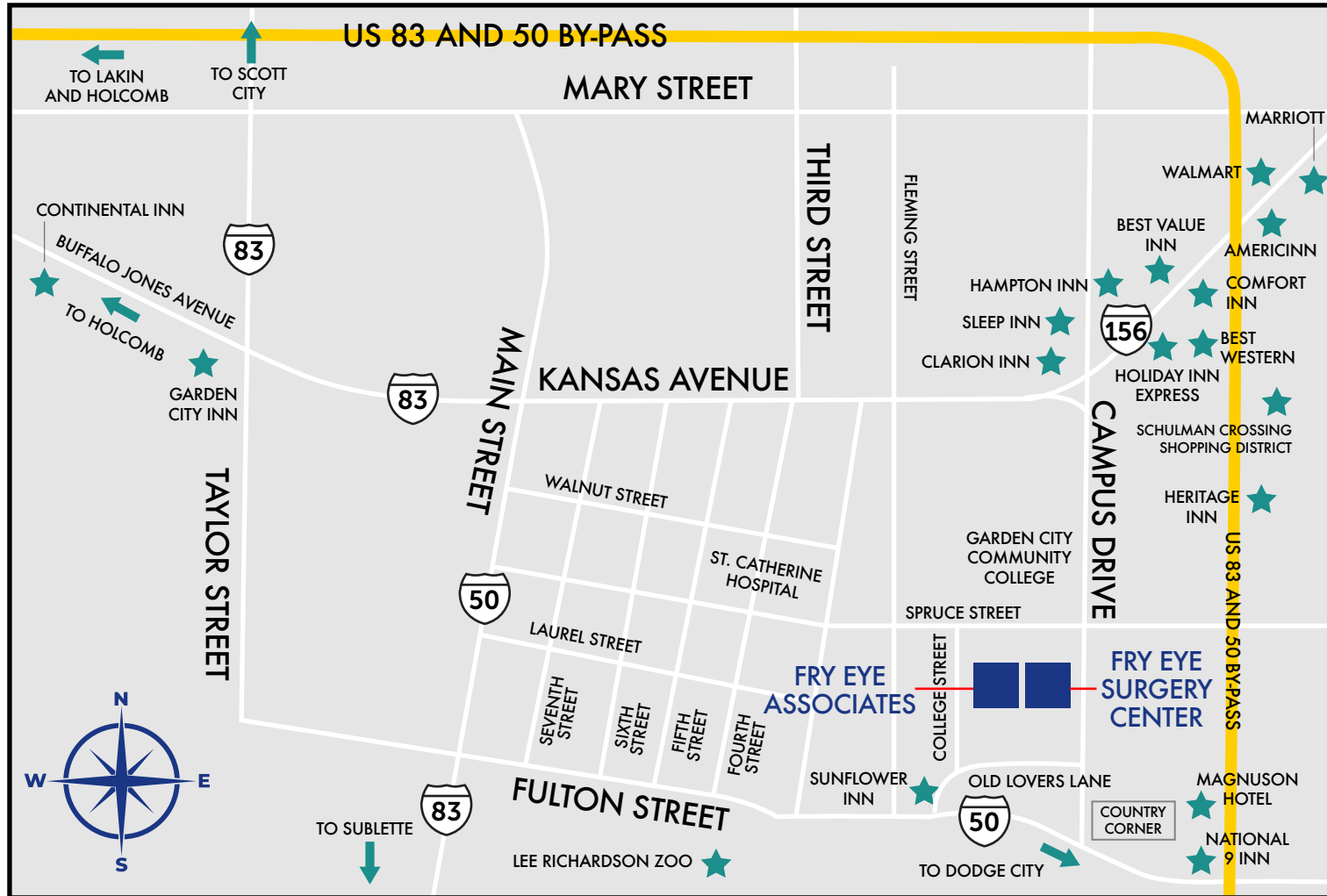
If you have any unanswered questions after reviewing this material, please don't hesitate to contact us. We are excited to have you as our guest!

Fry Eye Associates Physicians and Staff

NOTE: All appointments are for an EVALUATION ONLY.  
If surgery is recommended, it will be scheduled for a later date.

# FRY EYE ASSOCIATES

**502 COLLEGE STREET  
GARDEN CITY, KS 67846**  
(620) 275-7248





Garden City  
Community  
College

Spruce St.

Laurel St.



College St.

Campus Dr.

## **Fry Eye Associates**

502 College Street  
Garden City, KS 67846  
620-275-7248



**Use your mobile phone camera  
to scan the QR code for  
directions to our clinic.  
We look forward to your visit!**

# LOCAL HOTEL ACCOMMODATIONS

## **AMERIC INN\***

3020 E Kansas Ave  
620-272-9860  
americinn.com

## **BEST VALUE INN\***

1818 Comanche Dr  
620-275-5095  
americasbestvalueinn.com

## **BEST WESTERN EMERALD INN**

2412 E Kansas Ave  
620-277-7100  
bestwestern.com

## **CLARION INN\***

1911 E Kansas Ave  
620-275-7471  
clarionhotel.com

## **COMFORT INN\***

2608 E Kansas Ave  
620-275-5800  
comfortinn.com

## **CONTINENTAL INN**

1408 Jones Ave  
620-276-7691  
continentalinnmotel.com

## **GARDEN CITY INN**

1202 W Kansas Ave  
620-276-7608  
gardencityinnks.com

## **HAMPTON INN**

2505 Crestway  
620-272-0454  
hamptoninn3.hilton.com

## **HOLIDAY INN EXPRESS**

2502 E Kansas Ave  
620-275-5900  
ihg.com

## **MAGNUSON HOTEL\***

2205 E Fulton St  
620-275-4164  
magnusonhotels.com

## **NATIONAL 9 INN\***

123 Honeybee Ct  
620-275-0677  
national9inngardencity.com

## **RJ'S RV PARK\***

4100 E Hwy 50  
620-276-8741  
rvparking.com

## **SLEEP INN & SUITES**

1931 E Kansas Plaza  
620-805-6535  
sleepinn.com

## **SUNFLOWER INN & SUITES**

1311 E Fulton  
620-276-2387

## **TOWNE PLACE SUITES MARRIOTT\***

3510 E Kansas Ave  
620-805-6717  
towneplacesuites.com/gckts

\* Pet Friendly

# **Fry Eye Associates, P.A. and Fry Eye Surgery Center, L.L.C.**

Dear Valued Patient:

Thank you for choosing Fry Eye Associates, P.A. and/or Fry Eye Surgery Center, L.L.C. for your eye care needs. We focus on providing the best care possible, and we want our billing services to be a good experience for you, as well. The billing process can be complex. This document provides you with our policies and procedures, which will help guide you through the billing process.

## **Copies of Insurance Cards:**

It is very important that we have a copy of your current insurance card(s) on file. This ensures that we can contact your insurance company if we have any issues with your claim. Please bring your insurance cards with you to your appointment.

## **Payment Process:**

A claim will be sent to your insurance company for services rendered. Your insurance company may contact you for further information. Your quick response will assist your insurance company in processing your claim in a timely manner. Typically, your insurance company will pay your claim in 30-45 days. After we receive payment from your insurance company, we will provide you with a statement showing the insurance payment and any amount you may owe. If there is a problem getting your claim processed or paid through your insurance company, we may contact you for further assistance. *Please be aware that you may be asked to pay for services (up to the amount of your unmet deductible and applicable co-pay) at the time of your appointment and/or prior to scheduling a surgical procedure.*

## **Other Bills You May Receive:**

We have **two separate businesses**: Fry Eye Associates, P.A. and Fry Eye Surgery Center, L.L.C., which may have provided care to you. If you received care at both facilities, please know that you will receive a bill from both businesses. One bill will be for the doctor/exam fees (Fry Eye Associates, P.A.) and one for surgical services (Fry Eye Surgery Center). If you received anesthesia at our surgery center, you will receive a separate bill from Anesthesia Associates of Southwest Kansas. If you have questions regarding any of these bills, please call the number that is listed on the statement you received.

## **Customer Assistance:**

We are pleased to answer any questions you may have about your experience at Fry Eye Associates, P.A./Fry Eye Surgery Center, L.L.C. We can be reached at (620) 275-7248 or toll free at (800) 526-3937. Please call this number for questions regarding either Fry Eye facility and have the patient's name and date of birth available when you call.

## FREQUENTLY ASKED QUESTIONS

- **Why didn't my insurance company pay this balance?**

Your insurance company may determine that a portion of the charges submitted are your - the patient's - responsibility. This can include deductibles, co-payments and items and services that are not covered by your specific insurance plan. For specific questions, please call your insurance company directly.

- **Why did I receive a bill a month ago, stating that I had a zero dollar balance, but now I am receiving another bill requesting payment?**

You may receive a statement from us for your first date of service, even if the insurance company has not yet paid a claim for a second date of service. If a claim for a specific date of service is pending insurance decision, the patient's account will not show a balance for that date of service until insurance has paid. After insurance has paid, you will receive a statement for any remaining balance deemed patient responsibility. Insurance companies typically send an "Explanation of Benefits" (EOB) form to their beneficiaries (the patient) explaining their payment. When in doubt, please refer to the EOB for each date of service in question.

- **Why am I receiving two separate bills for two separate amounts?**

We have two separate businesses: Fry Eye Associates, P.A. and Fry Eye Surgery Center, L.L.C. Please examine your statement to see which facility your bill is from – always call if you have any questions.

- **I have an HMO. What should I do prior to my appointment to ensure payment for my exam?**

If you have an HMO, you will need to contact your insurance company to verify in-network vs. out-of-network coverage for any exams or procedures at Fry Eye Associates and/or Fry Eye Surgery Center. Failure to do so could cause you to be fully responsible for payment for all services rendered.

- **What should I do if my insurance company requires a letter of referral?**

If your insurance company requires you to have a letter of referral to Fry Eye Associates and/or Fry Eye Surgery Center, you must make this letter available to our office *PRIOR* to your appointment. Failure to submit this referral letter prior to your appointment could result in postponement of your appointment.

- **Why am I receiving a bill from Anesthesia Associates of Southwest Kansas (AASWKS)?**

The anesthetist who provided your anesthesia care at the surgery center is his/her own independent provider. Please call the Anesthesia Billing Company at (800) 835-2231 for questions related to your bill from AASWKS.

**Thank you for choosing Fry Eye Associates, P.A. and  
Fry Eye Surgery Center, L.L.C. as your health care provider!**

## Notice of Nondiscrimination

Fry Eye Associates, PA and Fry Eye Surgery Center, LLC (collectively referred to as “Fry Eye” for the purposes of this policy) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Fry Eye does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Additionally, Fry Eye:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If a patient is in need of these services, contact Jennifer Teeter at 1-620-276-7699 or 1-620-275-7248.

If a patient believes that Fry Eye has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, the patient can file a grievance with the Civil Rights Coordinator:

Jennifer Teeter  
502 College Street  
Garden City, KS 67846  
620-275-7248 - phone  
620-275-5262 - fax  
jteeter@fryeye.com

A grievance can be filed in person or by mail, fax, or email. The Civil Rights Coordinator is available to help a patient file a grievance. A civil rights complaint can also be filed with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, DC 20201  
(800) 868–1019  
(800) 537–7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## **Statement of Nondiscrimination - FESC**

Fry Eye Associates, PA and Fry Eye Surgery Center, LLC comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Language assistance services, free of charge, are available to you. Call 1-620-276-7699.

Fry Eye Associates, PA and Fry Eye Surgery Center, LLC cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-620-276-7699.

Fry Eye Associates, PA and Fry Eye Surgery Center, LLC tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính. Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-620-276-7699.

## **Statement of Nondiscrimination - FEA**

Fry Eye Associates, PA and Fry Eye Surgery Center, LLC comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Language assistance services, free of charge, are available to you. Call 1-620-275-7248.

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