



Preferred Membership Handbook

*Experience greater convenience, enhanced access, and a more personalized experience
in your eye care journey*



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Elevating Your Care

Columbia Eye Associates is proud to offer our Preferred Membership which prioritizes *you* — your time, your comfort, and your vision. As a preferred member of our practice, you'll receive world-class eye care with the attention and access you deserve.

Members can expect:

1. Same-day/Next-Day Appointments.

Increased availability to schedule appointments for same or next business day with your Physician, including non-urgent care and regardless of the medical necessity.

2. Communication Access. Phone, text, and email access to your Physician who has agreed to be generally available to communication with you. Responses will be as quickly as reasonably feasible.

3. Extended Appointments.

Appointments with your Physician for routine visits of such length as will enable you to discuss your health-related concerns, regardless of medical necessity.

4. Limited Wait Time. Minimal waiting time for your Physician when you are scheduled for appointments, unless your Physician is attending to a medical urgency or emergency or is delayed for other good reason.

5. Comfortable Waiting Area. Access to a comfortable reception area for the occasional brief wait for a member of our practice.

6. Dedicated Office

Personnel/Expedited Check-in and Check-out. Availability of personnel at your Physician's office to provide you with dedicated administrative service, including expedited check-in and check-out, in order to minimize your waiting time whenever possible and to provide you with outstanding service.

7. Personalized Member Services.

Availability of staff and technicians to provide assistance addressing and coordinating the administrative aspects of Members' health needs, and to act as your advocate for all Member-related issues, including medication refills and prior-authorizations.

8. Telemedicine Services Availability.

Opportunities for telemedicine or "virtual" visits in appropriate circumstances, and subject to any legal requirements related to delivery of telehealth services.

9. Advanced Technology and

Diagnostics. Access to the latest imaging and diagnostic tools in-office for ease of convenience and highest quality care for your eyes.

10. Coordination of Care.

Communication with your team of physicians and specialists so that you receive the most comprehensive care, including referrals when appropriate.

The Perks of Being a Preferred Member



***Inclusions Valued at
Over \$1,130!***

To provide even more benefits to our Preferred Membership program, Columbia Eye Associates has extended perks to members that would typically incur additional fees. **Membership includes:**

- **Annual Refraction.** Service to obtain your glasses prescription for distance, reading, or both and/or computer that is valid for one (1) year. **(\$85)**
- **Annual Contact Lens Refraction.** Service to obtain updated prescription for contact lenses that is valid for one (1) year. **(\$85)**
- **No Penalty for No Show and/or Cancellations within 48hrs.** Because we know life isn't always predictable, we allow up to three (3) waived fees for members. **(\$180)**
- **No Facility Fees for Emergency Visits.** We're here when you need us with up to four (4) waived emergency fees **(\$600)**
- **Waived Facility Fees for In-Office procedures.** Members get up to two (2) in-office procedures without the facility fee. **(\$130)**
- **DMV Form.** Completion of Eye Report for DMV so that you can save time renewing your license. **(\$50)**