



Welcome to Complete Family Eye Care! We want to thank you for choosing us for your eye health care. We value your confidence in us and want to let you know what to expect on your visit that you have scheduled with us. This will insure a more comfortable and efficient visit for you.

- A **comprehensive eye health examination and visual analysis** will be performed to determine the state of your eyes and investigate any signs of disease or other eye health problems that may not have visible symptoms.
- Please call our office at **972-527-2020** to confirm your eye health examination appointment. We strive to spend quality time with each and every patient, and proper communication insures us this ability. If it is necessary to reschedule your appointment for any reason, please give us a call and we would be happy to do this for you.
- At Complete Family Eye Care, we are proud to announce the inclusion of **retinal imaging/Optomap** as an integral part of your eye exam. Dr. Garza highly recommends this part of the exam for all patients. This technology does not require pupil dilation! **We will be performing the retinal exam as an enhancement to the comprehensive exam for a fee of \$39.** I feel you'll be very impressed, and these are the reasons I highly recommend this additional test;
 - * **A more thorough eye health assessment that will stay in your chart.**
 - * **A great way to have your retinal image as baseline data for future comparisons. Dr. Garza will review your retinal image with you during your exam.**
 - * **Strongly recommended if you are currently battling systemic issues such as diabetes, high blood pressure and any family history of retinal problems. The image can help monitor glaucoma, most retinal anomalies, and macular degeneration.**

Remember that most vision and insurance plans only cover *basic* or *routine* testing and does not include this important procedure to insure the health of your eyes for many years to come.

- We have **an excellent selection of eyewear frames**, which includes some of the hottest name brands, from Fendi to Vera Wang, Calvin Klein, Prada and many more! You are encouraged to arrive early to have one of our opticians help you select the right frames for you. We take into consideration the many aspects of your lifestyle when helping you choose your eyewear, and remember that all of our fine eyewear frames come with our exclusive 2-year warranty.
- If you are a contact lens wearer or are interested in wearing them, we will include a Corneal Evaluation along with your examination. **The additional evaluation fee also includes diagnostic starter lenses, contact lens insertion and removal training and necessary follow-up care.** We will thoroughly investigate the best contact lenses for you and your life-style while backing it up with our 'Buy-em-Back' policy. If you currently wear contact lenses, please bring the current specifications (usually located on your boxes).
- We ask that you **please bring in all eyeglasses** you currently wear so the prescription can be verified. This will help Dr. Garza determine how your eyes are changing.

Other items of importance to bring are **a list of current medications and current insurance cards**. If you are not 100% sure with how your insurance company works their coverage and co-payments, please utilize the enclosed insurance information including websites and telephone numbers to become more familiar. Some insurance companies request that you contact them to become pre-authorized, so please insure this is done before your visit.

Here is a list of insurance companies that we are currently providers for:

- ***Vision Service Plan (VSP)** (800) 877-7195 <https://www.vsp.com/home.html>
- ***EyeMed** 866-9EYEMED <http://portal.eyemedvisioncare.com/wps/portal/emweb>
- ***Blue Cross Blue Shield PPO** (800) 521-2227 <http://www.bcbstx.com/>
- ***Cigna PPO** (800)244.6224 <http://www.cigna.com/>

(these insurance plans are our top plans, we are on others. Please call to verify if we are on your insurance plan)

If your insurance company is not on our list, we will be happy to provide you with a detailed list of services that you can submit to your insurance company. Payment will be expected in full and your insurance company will reimburse you directly.

In order for us to provide the best possible office experience, **please complete the enclosed 'Welcome' form, and bring it with you to our office.** This diagnostic information helps us determine your specific needs and aids in developing your treatment plan and recommendations.

Please plan on arriving approximately 20 minutes ahead of schedule, as there are tests that the staff of Dr. Garza will need to perform *before* your reservation with Dr. Garza.

Once again, thank you for choosing Complete Family Eye Care for your eye care needs. We look forward to seeing you soon.

Sincerely,

Dr. Kenneth Garza and Staff