



# Cates Family Eye Care

## **WHY DO YOU ASK FOR MY PHOTO ID?**

Every time you come in to an appointment, we will need to identify you. We will ask for a photo ID to keep on file. This ensures that someone is not using your name or your insurance for fraudulent purposes.

## **WHY DO YOU ASK FOR MY MEDICAL INSURANCE CARD?**

Every time you come in for an appointment, we will need to copy your medical insurance card. Sometimes your visit may need to be a medical visit, therefore we will need to bill your medical insurance. We also keep a copy on file because many times your vision insurance is attached to your medical insurance card. We understand that you may not have a separate card for your vision plan, however we still need to keep a copy of your medical insurance card on file. It is very important to have your most current medical insurance card on file to ensure that your medical visit is billed to the appropriate insurance. We will need your physical card in order to scan a copy into your file. We will not be able to use a photo or email copy of your card. If you do not have your medical insurance card with you, you may be asked to reschedule your visit or pay for your visit out of pocket.

## **WHY DO YOU ASK FOR MY SOCIAL SECURITY NUMBER?**

We ask that you provide us with your full nine-digit social security number. The full social security number is required to bill some insurances, Medicare, and most workers compensations or Tricare to name a few. If your social security number is required to bill your insurance and you are not comfortable giving it to us, we will ask you to pay at the time of service. Your social security number helps to distinguish your records from another patient with the same name and/or birthdate. Please know that your social security number is protected by state and federal privacy laws and we take our duty to protect your privacy very seriously.