

# Ocular Genetics Clinic at The Flaum Eye Institute

## *What to expect for your appointment*

Welcome to the Ocular Genetics Service at the Flaum Eye Institute, University of Rochester Medical Center! We are very pleased and honored to be part of your healthcare team. Please take the time to read through this packet so that you know what to expect with your evaluation. We look forward to meeting you!

### **Location**

210 Crittenden Boulevard, Rochester, NY, 14642

### **Your Visit**

- Please arrive 15 minutes before your scheduled appointment to register and complete any remaining paperwork.
- You may be scheduled to complete several eye tests on a separate day before your visit with our physician.
- You may need to have additional eye tests on the day of your visit.
- We strive to provide complete care and address all of your questions and needs. You will receive a thorough examination and have plenty of time to speak with the physician.
- Your appointments may take several hours to complete. **Please plan to be here for most of the day and, in some cases, all day.** There may be waiting periods during your visit, so you should bring food, drinks, and entertainment to the appointment.
- Most patients will need a dilated eye examination, which requires administering eye drops. These drops take 30-45 minutes to work before the exam can be completed.
- Genetic counselors are critical and essential members of our team. Depending on the reason for the referral, an appointment with a genetic counselor will often be made.
- Many patients are offered genetic testing, which can often be ordered with a blood draw or cheek swab sample on the same day as their eye exams.
- **If you have any questions before your appointment, please do not hesitate to call our ocular genetics coordinators at (585)-273-3398 or (585) 602-0272.**

Note: *The Flaum Eye Institute* is an academic teaching facility. Medical students, resident physicians, fellows, and other professionals may be observing or directly involved in your care to gather information and perform preliminary in-office testing. Please be assured that you will receive a complete evaluation **by Dr. Levin or Dr. Khetan.**

## Medical Records Are Needed Prior to Your Appointment

Your complete medical history will help us provide you with the most accurate assessment and avoid repeating tests already performed. If prior eye tests have been done, all images not done at Flaum Eye Institute should be put on a disc (CD) or memory stick for proper viewing. Faxed or photocopied images are usually insufficient for us to assess. If your doctors cannot provide the images as suggested, they can give you original color printouts or email encrypted images to our ocular genetics coordinator at [oculargenetics@urmc.rochester.edu](mailto:oculargenetics@urmc.rochester.edu).

**The further in advance you can send us these records, the better the chance we will be able to review them before your appointment!**

**Please request all the following that apply, from your doctors:**

- Medical records from past eye examinations, including any eye surgery operative notes.
- All tests/images of your eyes, including photographs, optical coherence tomography (OCT), intravenous fluorescein angiography (IVFA), and fundus autofluorescence (FAF).  
*Please do not send these tests by fax or photocopier. All images should be on a CD or memory stick for proper viewing. Original printouts, including color images printed in color, are acceptable if digital copies are unavailable.*
- Goldmann visual fields must be sent as original printouts in color.
- Humphrey or Octopus visual fields, electroretinograms (ERG), dark adaptation, visual evoked potential (VEP), and electrooculogram (EOG) not done at The Flaum Eye Institute may be sent as photocopies.
- ERG and EOG should be accompanied by the interpretation by the place where the test was performed, as we cannot read raw data from another institution.
- MRI/CT of the brain and eyes (on CD) and interpretation reports.
- **If you've had a genetics evaluation at another institution**, please request/bring all of the following that apply:
  - ▶ Letter reports from the geneticist and genetic counselor
  - ▶ Family history (pedigree)
  - ▶ Previous genetic test results
  - ▶ Other blood test results

## **How to Obtain Your Medical Records**

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule gives you, as a patient or the parent or guardian of a patient, the right to inspect, review, and receive a copy of any medical records held by health plans and health care providers covered by the Privacy Rule.

A provider cannot deny you a copy of your medical records because you have not paid for the services you have received. Even so, a provider may charge reasonable costs for copying and mailing the documents. The provider cannot charge a fee for searching for or retrieving patient records.

To request your records, contact your healthcare provider to ask about their specific procedures for getting copies of your medical records. Most providers have a form for you to fill out, and they can ask you to request your medical records in writing. If you have multiple providers, please request copies of your medical records from each provider to ensure their completeness. Once you make a written request for your medical records, your healthcare provider must approve the request. Fulfilling record requests can take time, so plan ahead and do not expect to receive your records the day you request them. HIPAA allows providers 30 days to complete a record request.

To have the records sent to us, please use the following contact information:

Ocular Genetics Coordinator  
Flaum Eye Institute  
601 Elmwood Avenue, Box 659  
Rochester, NY 14642

Email: [oculargenetics@URMC.Rochester.edu](mailto:oculargenetics@URMC.Rochester.edu)

Phone: 585-602-0272

Fax: 585-320-1077

## Insurance and Billing Considerations

- The Flaum Eye Institute (FEI) participates in many health insurance plans, but your insurance company determines coverage. If FEI does not participate in your insurance plan, or if your insurance plan does not cover some diagnostic tests or provider visits, you may be asked to pay. You are generally responsible for charges not covered by your insurance plan.
- There are several options for estimating your out-of-pocket expenses.
- You can inquire about cost estimates *before your appointments* by calling 585-758-7801, emailing [URMCPriceEstimation@urmc.rochester.edu](mailto:URMCPriceEstimation@urmc.rochester.edu), or using the Online Estimator Tool on the URM website: <https://www.urmc.rochester.edu/patients-families/bill-pay/cost-estimates-and-pricing.aspx>. As mentioned above, your visit may include consultations and diagnostic testing with the physician and the genetic counselor. Your insurance may cover these items differently, and separate bills may be generated depending on your coverage. Your insurance policy determines what co-pay you must pay.

### Financial Assistance

As part of UR Medicine, Flaum Eye Institute provides compassionate, medically necessary healthcare to anyone in need – regardless of insurance status or ability to pay. If you cannot afford to pay for part or all of your essential healthcare services, you may be eligible for [Financial Assistance](#). Please visit <https://www.urmc.rochester.edu/pay-bill/financial-assistance.aspx> to inquire about these services.

**Learn about your options:** Call **(585) 784-8889**, and our Financial Counselors can help you make payment arrangements or may suggest alternate financial assistance options.

**If you qualify or require public benefits,** call **(585) 275-2273** and ask for a Financial Case Manager to help you with benefits such as Medicaid, Family Health Plus, or Child Health Plus.

**If you have questions about paying an existing bill,** Please call **(585) 758-7650** or **1-888-925-4301**.

Below are possible insurance billing codes that could be billed at your evaluation. We provide them here so you may contact your insurance company member services to inquire if they are covered by your insurance plan.

### **Physician Consultation**

- NEW PATIENT VISIT, HIGH/MODERATE COMPLEXITY (99205 OR 99204)
- ESTABLISHED, HIGH/MODERATE COMPLEXITY (99215 or 99214)\*

\*If you were referred by another Flaum provider, your new patient visit with our physician may be billed under this code

**Please note that the physician visit will be billed under your medical insurance coverage as a “specialist visit.”**

### **Genetic Counseling Consultation\***

- 96040 CPT code, 1 or 2 units depending on time spent

\*The physician will only recommend this service if it is medically indicated based on the result of your eye examination.

### **Diagnostic Testing Services for Ocular Genetics**

#### **TEST CHECKLIST WITH CPT CODES:**

\_\_\_\_\_ Goldmann Visual Field (92083, 92082)

\_\_\_\_\_ Right eye

\_\_\_\_\_ Left eye

\_\_\_\_\_ Binocular (both eyes open)

\_\_\_\_\_ Automated (Humphrey) Visual Field (92081)

\_\_\_\_\_ Retinal OCT (92134)

\_\_\_\_\_ Optic Nerve OCT (92133)

\_\_\_\_\_ Fundus photography (92250)

- \_\_\_\_\_ Optic Nerve photography (92250)
- \_\_\_\_\_ Fundus Autofluorescence (FAF) (92250)
- \_\_\_\_\_ Full Field Electroretinogram (ERG) (92273)
- \_\_\_\_\_ Multifocal ERG (92274)
- \_\_\_\_\_ Visual Evoked Potential (VEP) (95930)
- \_\_\_\_\_ 3-lead VEP (be sure to say "3-lead VEP") (95930)
- \_\_\_\_\_ IOL Master (92136)
- \_\_\_\_\_ B-scan Ultrasound (76512)
  - \_\_\_\_\_ Right eye (76512 RT)
  - \_\_\_\_\_ Left eye (76512 LT)
- \_\_\_\_\_ Color Vision (92283)
- \_\_\_\_\_ Ultrasound biomicroscopy (76513)
- \_\_\_\_\_ Other: \_\_\_\_\_