

Subject: CL TRIAL ORDERS	Approved by: Robert K. Patton, President & CEO
POLICY AND PROCEDURE	
Effective Date: August 19, 2011	Date: August 19, 2011

Purposes:

To assure that enrollees receive trial contact lenses ordered from manufacturers, within professionally recognized time standards.

Policy:

Providers shall take appropriate actions when ordering and tracking the delivery of trial contact lenses for enrollees, in those situations where a provider needs to order the contact lenses from manufacturers.

Procedures:

If an enrollee requires a contact lens trial that is not stock, the provider will document in the patient's chart that an order is necessary.

The provider shall inform the patient of the estimated time of delivery of the trial contact lenses.

The provider will ensure that the trial contact lens order is placed no later than the next business day and calendar the order for follow-up.

If the provider has not received the trial contact lens order within the estimated time of delivery, the provider shall notify the patient of the delay and determine whether the patient would like to meet with the doctor to re-evaluate the options for other trial contact lenses or wait for the trial contact lens order to arrive.

In the event that delays in receiving trial contact lenses recur from the same manufacturer (not received within three weeks from the date of order more than once in a six-month period), the doctor will notify the District Manager or Area Doctor in order to resolve the delay issue with the manufacturer, from an operational perspective.