



Chicago Glaucoma Consultants  
and CGC Eye Center

Steven V.L. Brown, MD, FACS  
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847-510-6000 – Phone  
847-832-0905 – Fax

Welcome to Chicago Glaucoma Consultants. We hope you will feel at home and well cared for each time you visit. Your eye health is of utmost importance to our entire staff. We have enclosed some materials to help us get acquainted.

Please look through our Welcome Packet. Included, you will find background information about Drs. Brown, Gorla, Breunig and Young, maps to our locations and registration information for you to bring to your first exam. As our name implies, the practice is best known for the doctors' expertise and state-of-the-art instrumentation for the diagnosis and treatment of glaucoma and cataracts. Our optometrist, Dr. Lisa Young, examines patients in our Glenview office for eye health evaluations, contact lens fittings & assists Drs. Brown and Gorla with their patients.

When you check in for the first visit, please bring a copy of your insurance card (s) along with a state ID. This will help facilitate our check in process. We advise that you contact your insurance company directly to ensure that we are providers in your network. If you are an HMO member, please make sure you have a current referral. (HMO patients may not be seen under the HMO plan without a current referral or must pay in full at the time of service.) ***We are pleased to be participating in the National ePrescribing Patient Safety Initiative and therefore will transmit any needed prescriptions over the internet. Your correct pharmacy information is vital for this process.*** We also thank you in advance for prompt payments after we receive decision from your insurance company.

To better serve you, we appreciate a copy of your medical records from referring or previous Physicians you have seen regarding your eye health. These can be mailed or faxed to our office. Our fax number is 847-832-0905. You may also bring them to the office on the day of your visit if that is more convenient.

Feel free to call us if you have any questions regarding your visit, directions or insurance information prior to the visit. Our website includes further information about the doctors, locations, patient education and current technologies. We encourage you to browse our site before your first visit.

[www.chicagoglaucomaconsultants.com](http://www.chicagoglaucomaconsultants.com)

Thank you for choosing Chicago Glaucoma Consultants and trusting us with your eye care. We are looking forward to seeing you soon.

Sincerely,

Steven V. L. Brown, M.D., F.A.C.S.    Madhu S. R. Gorla, M.D.    Adam C. Breunig, MD    Lisa Young, O.D.

*\*Please consider bringing a translator if it is difficult to communicate in English.  
This will provide a better understanding of the Doctor's findings and treatment plan.\**

**[Chicago Glaucoma Consultants On-line Clinic](#)**  
**[\(coming 4/1/2014\)](#)**

By providing us your **email** you will be able to communicate with our Practice and Doctors in a secure format through our on-line clinic.

### **How does this work?**

- You may access the Portal by visiting [www.chicagoglaucomaconsultants.com](http://www.chicagoglaucomaconsultants.com) and clicking the link to **My On-Line Clinic**.
- You will need to select a username and password the first time you access the Portal.
- If you choose you may complete the registration form on-line conveniently in the privacy of your home.
- Once connected you will be able to:
  - Access your Patient Health Information subsequent to your exam.
  - Ask medical questions securely (non-urgent of course).
  - Update telephone numbers, addresses and insurance information.
  - Pay bills securely on-line.
  - View Eye Health Education material recommended by your doctor.
  - Re-order contact lens'.
  - Request appointments.

Even if you do not access the portal before your visit make sure to give the front desk your e-mail. This way an email link to the portal will be sent to you once your exam is available for viewing.

## Steven VL Brown, MD, FACS

*Board Certified Ophthalmologist*

### Education

Glaucoma, Cataract & Anterior Diseases  
Fellowship: Mass Eye & Ear - Harvard  
Medical School  
Residency: University of North Carolina  
Medical School: Rush Medical College

### Board Certification and Society Memberships

American Board of Ophthalmology  
American Society of Cataract & Refractive  
Surgeons  
American Glaucoma Society  
Co-Founder, Chicago Glaucoma Society  
Board Trustee, The Hadley School for the Blind  
Chair, Ophthalmic Mutual Insurance Company  
Examiner, American Board Ophthalmology  
Member & Past President, Chandler Grant Society  
and American Eye Study Club

### Hospital/Clinical Affiliations

Senior Attending, NorthShore University  
Health Systems  
Associate Professor & Glaucoma Section Chair,  
Rush University Medical Center

### Awards/Honors

Best Doctors in America (2005-2011)  
Best Doctors of North Shore (2010)  
Top Tier Doctor (2009-2010)

## Madhu SR Gorla, MD

*Board Certified Ophthalmologist*

### Education

Glaucoma, Cataract & Anterior Diseases  
Fellowship: University of Pennsylvania  
Residency: Columbia University– St Luke's  
Roosevelt Hospital  
Research Internship: Harvard University  
Medical School: Boston University

### Board Certification and Society Memberships

American Board of Ophthalmology  
American Society of Cataract and Refractive  
Surgeons  
American Glaucoma Society  
Illinois Association of Ophthalmology  
Illinois Society for the Prevention of Blindness  
Chicago Glaucoma Society

### Hospital/Clinical Affiliations

Attending, NorthShore University Health Systems  
Clinical Assistant Professor and Medical Student  
Director, Rush University Medical Center  
Attending, St. Francis Hospital

### Awards/Honors

Golden Apple Teaching Award

## Adam C Breunig, MD

*Board Eligible Ophthalmologist*

### Education

Glaucoma Fellowship: Northwestern University  
Residency: University of Minnesota  
Medical School: University of Wisconsin

### Board Certification & Society Memberships

American Board of Ophthalmology  
American Glaucoma Society  
Illinois Association of Ophthalmology  
Chicago Glaucoma Society

### Research Interests/ Clinical Specialties

Glaucoma Surgery Outcomes

## Lisa M Young, OD, FAAO

*Residency Trained Optometrist*

### Education

Residency: Primary Care & Ocular Disease, ICO  
Optometry School: Illinois College of Optometry

### Board Certification & Society Memberships

American Optometric Association  
Beta Sigma Kappa National Honor Society  
Illinois Optometric Association  
Tomb and Key Honor Fraternity

### Research Interests/ Clinical Specialties

Pre and Post Operative Surgical Care  
Urgent Care

# **Common Billing Questions from First Time Patients**

## **What is a Refraction and why am I being billed for it?**

A refraction is the part of your vision exam in which the eye doctor determines your need for prescription glasses. Although this is done for every complete eye exam, our practice only bills the patient when a physical prescription is given (or forwarded to your optometrist) and only if there is enough change from the original prescription to warrant the charge. Medicare WILL NOT pay for refractions, even if the test is conducted for medical purposes (as outlined in Medicare's Benefit Policy Manual 100.01 section 90). *For this reason, patients will be billed for refractions* and we ask that this be paid at the time of service. We appreciate your understanding and cooperation.

## **I have Medicare, why am I receiving a bill if I have both Primary and Secondary insurance?**

If you are a Medicare patient, you will be responsible for an annual deductible (e.g. 2014 deductible is \$147.00). Unless your secondary insurance covers your Medicare deductible, you are responsible for this amount. Even if Medicare pays for 80% of the claim, it is not a guarantee that your secondary policy will pay for the remaining 20% as there may be a co-insurance/co-pay/deductible that is the patient's responsibility. Therefore, you may see a small balance on your account after the claim is processed.

## **Why am I being asked for a Referral?**

A Referral is needed for HMO insurance plans and some Medicare Advantage Plans. This constitutes a written referral by your Primary Care Physician to a specialist (such as our doctors at CGC). Referrals are required BEFORE or on the date of the exam (but before services are rendered). Without a referral, we cannot see that patient unless they accept to be considered "self pay." Please note that we are not a part of EPIC and therefore cannot accept referrals electronically from carriers that use the EPIC system (such as Northshore Healthcare HMO). They can fax it to us at 847-832-0905.

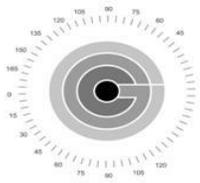
## **What is CGC's Medication Prescription Policy?**

As in most medical practices, we require a 1-2 business day turn around period for any medical prescriptions, beginning from the date it is prescribed or a request is received from the pharmacy or mail order service. This does not include patient requests, unless in emergent cases. *Therefore, patients are asked to contact their pharmacy in order to process a prescription renewal.* Your patience and cooperation is appreciated.

## **What is the difference between deductible and co-insurance?**

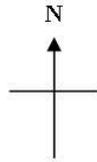
**Deductible** is the amount of expenses that must be paid out of pocket before an insurer will pay any expenses.

**Co Insurance** is your share of the costs of a covered medical service, usually calculated as a percent (for example, 30%) of the allowed amount for the service. For example, if the health insurance "allowed amount" for an office visit is \$100 and you've met your deductible, your coinsurance payment of 30% would be \$30. The health insurance pays the rest of the allowed amount and you pay \$30 to the Physician.



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**GLENVIEW**  
2640 Patriot Blvd  
Suite 100  
Glenview, IL 60026  
  
We are located in THE GLEN



**GLENVIEW**



**EVANSTON**

**EVANSTON**  
Professional Building  
East Tower of St. Francis Hospital  
800 Austin - Suite 151  
Evanston, IL 60202



**CHICAGO**

**CHICAGO**  
Rush Professional Building on RUMC Campus  
1725 West Harrison - Suite 928  
Chicago, IL 60612

