

**EAST VALLEY DIABETES & ENDOCRINOLOGY PLC
4100 S LINDSAY RD STE 130 GILBERT, AZ 85297**

CREDIT CARD ON FILE AGREEMENT

East Valley Diabetes & Endocrinology PLC has implemented a new credit card policy. We kindly request our patients' guardian/guarantor for a credit card, which may be used later to pay any balance due on your bill. Copays are still due at the time of service.

The information will be held securely until your insurance plan has paid its portion of the claim and notified us of any additional amount you owe. We will send you a statement of your outstanding balance at that time. If your outstanding balance is not paid within 30 days, we will be charging the balance to your credit card on file. You may call our office if you have a question about your balance. This "Credit Card-on-File" program simplifies payment for you and eases the administrative burden on your provider's office. It reduces paperwork and ultimately helps lower the cost of healthcare. Your statements will be available via your patient portal, and our Business Office can answer any questions about the balance due. If you have any questions about the card-on-file payment method, please do not hesitate to let us know.

We value your time and ours. If you miss your appointment without providing at least 24 hours' notice, a no-show fee will be automatically charged to the credit card on file.

No-show fees: New patient \$100; established patient \$50; procedure/imaging \$100; AHCCCS patient \$25

By signing below, I authorize East Valley Diabetes & Endocrinology PLC to keep my signature and credit card information securely on file in my account and charge my credit card for any outstanding balances when due.

Patient Name Printed: _____ DOB: _____

Patient Signature: _____ Date: _____

Credit Card Holder Name Printed: _____

Credit Card Holder Signature: _____ Date: _____

Maximum amount to be charged is \$500.00

FREQUENTLY ASKED QUESTIONS REGARDING THE CREDIT CARD ON FILE AGREEMENT

How much and when will money be taken from my account?

The insurance companies, on average, take approximately two weeks to process submitted claims. Whatever the allowed amount is, your copay, coinsurance, and deductible are taken into consideration. It simply depends on your policy and what you may owe. Once the insurance explanation of benefits is received and posted to your account, you will be sent a statement showing your portion. You will have 30 days to send an alternative form of payment if you prefer. If no alternative payment is received, your patient financial responsibility will be processed with the credit card on file.

How do you safeguard the credit information you keep on file?

We use the same methods to guard your credit card information as we do for your medical information. The credit card processing component of our HIPAA compliant practice management system securely protects the card information. This system stores the card information for future transactions using the same technology as any online retailer. We cannot see the card number – only the last four numbers, giving us no way to use the card outside of the billing system. There is no way to export the card information out of our system. The only way to use it is to process a payment in our practice management system.

What are the benefits?

It saves you time and eliminates the need to write checks, buy stamps, or worry about delays in the mail. It also allows us the chance to refund patients easily, if necessary. It also drives our administrative costs down because our staff sends out fewer statements and spends less time taking credit card information over the phone or entering it from the billing slips sent in the mail, which are less secure methods than us storing the information. The extra time the staff has can now be spent directly helping the patients via phone, with insurance claims, or in person.

I always pay my bills on time. Why do I have to do this?

The entire billing process is time-consuming and wasteful, and the few patients we send to the collection agency cost a lot of money. Reducing unnecessary costs is essential for us to continue to be allowed as an in-network provider with most insurance companies. Nothing is changing about how much you end up paying.

What if there is a payment discrepancy, or I have other payment questions?

Please contact our Business Office at (480)782-9531. This policy does not compromise your ability to dispute a charge or question your insurance company's explanation of benefits.

Will I still receive a paper bill by mail?

Yes. You will receive one bill showing what will be charged to your card in 30 days. If you prefer to pay by an alternative method, you may do so during that period. If you do not wish to make any payment method changes, hold onto the statement for your records, and your card will be charged.