

Subject: Credit Card on File Policy

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Greetings,

Midtown Dermatology is committed to reducing waste and inefficiency. We want to make our billing process as simple and easy as possible for patients. Starting January 1, 2024, we are requiring all patients to have a credit card on file. Credit card information will be stored on a HIPAA-compliant, secure practice management software called Modernizing Medicine. Office staff will not have access to your card information. For your protection, your card number will be encrypted and only the last 4 digits of your card will show in our system.

Your credit card on file will only be used to pay any remaining account balances **after** insurance has processed your claim. Once your insurance has processed your claims, they will send an Explanation of Benefits (EOB) to both you and our office. The EOB will show your total patient responsibility. You typically receive the EOB before our office, so if you disagree with the patient responsibility amount owed, it is your responsibility to contact your insurance carrier.

Notes:

- * You will be notified 5 days in advance that your credit card will be charged.
- * Any credits on your account will be returned to the credit card on file (once insurance has processed the claim).
- * If your credit card expires or otherwise becomes uncollectable, we expect you to promptly provide a new means of payment.
- * Ultimately, you are responsible for knowing what services are covered, how often, and how much of the cost is your responsibility. You will be responsible for any portion of services that your insurance does not cover.
- * You can manage your credit card on your Midtown Dermatology patient portal.
- * Cosmetic charges will be paid on the date of service. We will retain a credit card on file and will only use it to process any cosmetic charges that were not paid in full the date of service.
- * If you pay by check and it is returned to our office, your credit card on file will be used to process payment for the charge(s) and you will be mailed a credit card receipt. In addition, we will no longer accept checks as a form of payment if we receive a returned check from the bank.
- * **To avoid any issues of discrimination or favoritism, all patients will be required to have a credit card on file regardless of insurance or visit type.**

FAQ's

When I booked my appointment, the receptionist told me I must keep a credit card on file with the office. I've never heard of that before.

Requiring a credit card on file is quickly becoming the new standard within the healthcare industry nationwide. This will help us maximize efficiency and put more time and energy into direct patient care.

How does credit card on file work: *I'm nervous about giving up my sensitive financial information.*

Your card and information is securely protected by the credit-card processing component of our HIPAA-compliant practice management system called Modernizing Medicine. This system stores the card information for future transactions using the same sort of technology that credit card companies use. We cannot access the entire card number - we can only see the last 4 digits. There is no way to export the encrypted card information out of our system. We can only use it to process a payment in our practice management system, which creates an indelible record (one that cannot be deleted).

How does the credit card on file system work to improve patient care?

Our staff will now spend less time entering credit card information for each transaction. We also don't have to send out as many statements, which saves trees, money, and time. Once your credit card is in our system, check-in and check-out time is much shorter for you as well.

I always pay my bills on time. Why do I have to put my credit card on file?

Securing payments for services provided can be extraordinarily time-consuming and quite expensive. We have consulted with billing experts who recommended keeping a credit card on file for every patient. This will dramatically lower our administrative costs related to billing. Reducing unnecessary costs as well as reducing the time burden is essential for us to continue to accept insurance and Medicare.

Nothing is changing about how much you pay.

When you come into our office and receive a service, you do so with the understanding that you are ultimately responsible for the cost of your care. We have contracts with most insurance companies and bill your insurance company for you, to help you get the best possible coverage for your dermatologic care. This credit card on file will only be charged for your patient responsibility amount after insurance pays its contracted share.

How does the credit card on file process benefits patients?

First and foremost, it is far more convenient for you - you don't have to call the office or buy a stamp or worry about getting around to paying your bill. It takes the hassle out of the process, especially for patients who have HSA cards to pay for their medical care. If you get your

statement and want to use a different card, pay by check, or discuss a payment plan, you may still do so as long as you do so promptly.

What if there is a problem with my bill and I don't notice it until after the payment processed?

We routinely review the accuracy of claims processed by insurance and will contact you immediately if we find a problem. If you find a problem, call us and we will investigate it. If we owe you money, we will refund it promptly to your credit card on file.

Thank you for your cooperation and understanding as we implement our new CCOF policy.

Midtown Dermatology