

Patient Payment Policy

Our financial policy is to collect the patient portion of the services and supplies that we provide at your appointment. Upon checking out of your appointment, your copay or estimated patient portion for the visit will be collected, plus your estimated portion for x-rays and supplies that vary by insurance carrier and insurance plan. Thus, your patient portion for your visit may be more than the visit copay listed on your insurance card.

We will automatically bill your insurance carrier for the charges incurred from your visit. All payments received are posted into our billing system and statements are generated for accounts that have a remaining patient balance. If you receive a statement, it means we underestimated the portion due from you and you have a balance due. If we overestimated your portion and collected too much than we will mail you the overpaid amount in a check addressed to you or the responsible party making the payment. Refunds are processed every 90 days.

If you do not have insurance coverage, then your portion will be based on our standard fee schedule. For your convenience, we accept payment by cash, check, VISA, MasterCard, American Express or Discover credit or debit cards. Please be prepared to make this payment.

Thank you very much for entrusting your care with us and cooperating with our office policies.

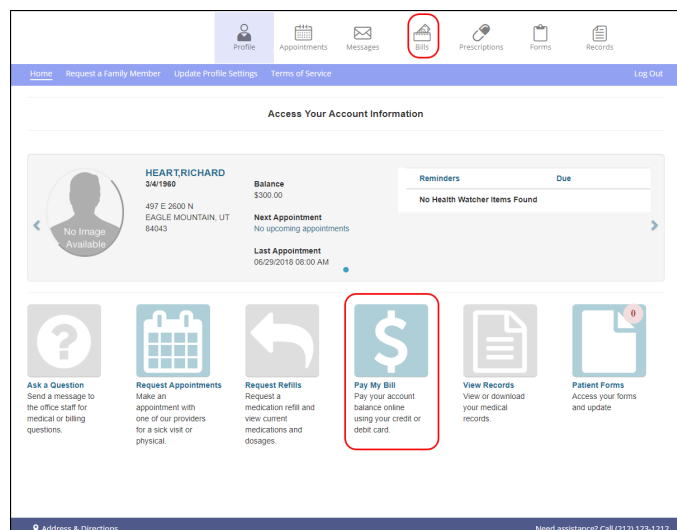
EPAYMENT Portal

As of January 21, 2019 you are able to make credit or debit card payments through our new EPayment portal. Here are instructions on how to make electronic payments:

Make a Credit Card Payment: Go to EPayment Portal at:

<https://patientportal.advancedmd.com/account/logon?lk=121997>

1. The account holder logs in to the **portal** and clicks **Pay My Bill** or the **Bills** icon.



2. The account holder selects a **Pay Now** option.

The screenshot shows a patient portal interface for 'Heart, Richard'. The 'Bills' tab is selected. The 'Pay My Bill' section displays the following information:

Patient	Insurance Bal.	Patient Bal.	Pay Now ⓘ
Heart, Richard	\$0.00	\$300.00	<input checked="" type="radio"/> Total Balance: \$300.00 <input type="radio"/> Statement Balance: \$0.00 <input type="radio"/> Custom Amount: <u>\$0.00</u>

A blue 'Make Payment' button is located to the right of the 'Pay Now' section.

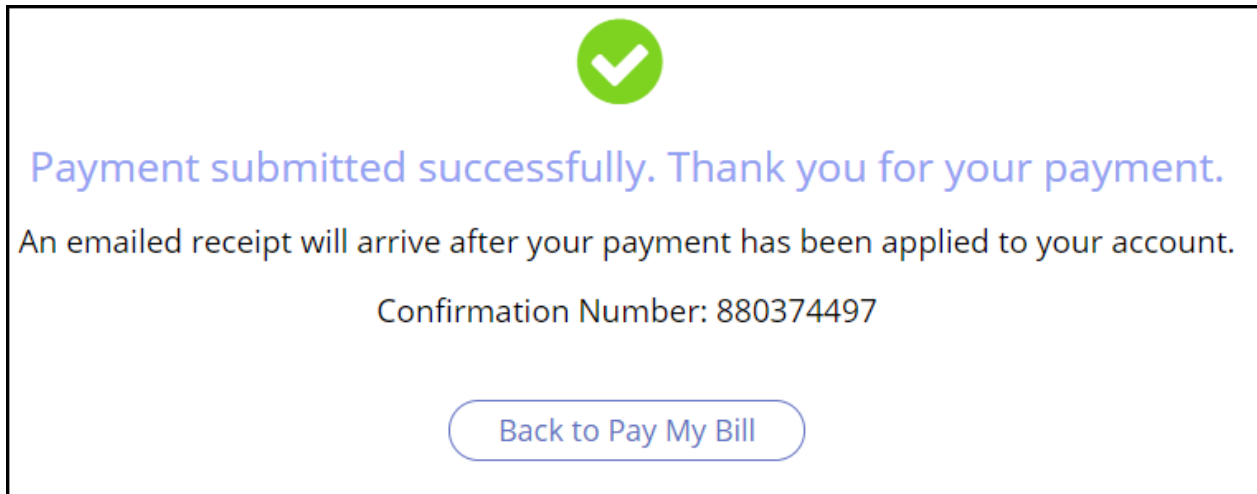
3. The account holder clicks **Make Payment**. The **Make Payment** screen displays.

The 'Make Payment' screen is divided into three main sections:

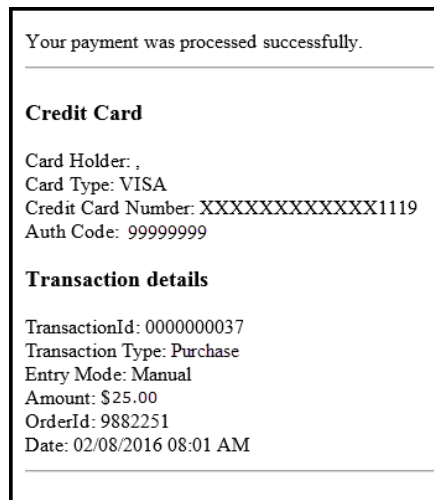
- Order Information:**
 - Charge Total: \$300.00
 - Charge Type: SALE
- Card Information:**
 - Credit Card Number: * [input field]
 - Expiry Date (MM/YYYY): * [input field]
 - CWV: ? [input field]
- Customer Information:**
 - First Name: [input field]
 - Middle Name: [input field]
 - Last Name: [input field]
 - Address One: [input field]
 - Address Two: [input field]
 - City: [input field]
 - Country: [dropdown menu]
 - State or Province: [dropdown menu]
 - Postal Code: [input field]

A blue 'Make Payment' button is located at the bottom center of the form.

- The account holder enters credit card and billing information and clicks **Make Payment**. If the payment is successfully submitted, the **Payment Confirmation** screen displays.



A payment confirmation email is emailed to the account holder with the transaction details for the charge.



Account holders can check past payments from the **Payment History** tab.

