

— ORANGE COUNTY — FOOT & ANKLE GROUP

Credit Card on File Policy

WHAT DOES CREDIT CARD ON FILE MEAN TO ME?

Although it's not surprising that this is new to you, you will see it more and more. We are definitely not the first to do this – Credit Card on File (CCOF) is a rapidly growing trend in the healthcare industry. Insurance reimbursements are declining and the expectation is that health care providers find ways to become more efficient. This year with the Affordable Care Act and the Health Exchanges we are seeing a massive increase in patient deductibles. These factors are driving doctors' offices to either squeeze more patients into shorter periods of time or to stop accepting insurance. We have decided to focus on becoming more efficient in our office processes instead. The few patients that we have to send to a collections agency do cost us a lot of money, but the entire billing process is wasteful. Reducing unnecessary costs is essential for us to continue to accept insurance and Medicare. This process dramatically cuts down on the administrative costs associated with billing.

NOTHING is changing about how much you pay. When you come into our office and receive service, you do so with the understanding that you are ultimately responsible for the cost of your care. We bill your insurance company for you and we have contracts with most insurance companies that help to get you the best possible coverage for your care. Think of it this way: when you check into a hotel or open a tab at a bar, you provide a credit card. The card is provided as a guarantee of payment.

HOW THE CCOF 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.

It takes the hassle out of the process, especially for patients who have HSA cards that they use to pay for their medical care.

If you get your statement and want to use a different card, pay by check, you may still do so as long as you do so promptly.

CAN YOU TELL ME WHAT MY BILL WILL BE AHEAD OF TIME?

If you have not yet been seen by Orange County Foot & Ankle Group for this problem we cannot tell you in advance what treatment the doctor will recommend. We can provide you with our most common office visit billing codes. Your insurance company should be able to give you a cost range for your office visit using these codes. We can also provide you with our office fees. Your actual cost will likely be less, since we are probably contracted with your insurance

company. If you want to know how your insurance will cover your treatment, you can contact your insurance company for coverage information using the codes we provided. Everyone's plan is a little different and we do not know the terms of your specific plan.

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 your insurance does not cover.

Credit Cards on file will be used to pay account balances after insurances adjudication.

- Once your insurance has processed your claims, they will send an Explanation of Benefits (EOB) to both you and our office showing what your total patient responsibility is. You typically receive the EOB before we do so if you disagree with the patient responsibility amount owed, it is your responsibility to contact your insurance carrier immediately.
- When we receive the EOB, we will enter this information in our system and will process the payment on your card on file.
- If your payment is declined, expired or otherwise becomes uncollectible, we will call you and expect you to promptly provide a new means of payment.
- If we receive no response within 3 days, a \$35 declined payment fee will be applied and a warning letter sent.

HOW YOUR CREDIT CARD INFORMATION IS STORED

We place a high premium on keeping your personal and financial information secure. When you come into our office, we will scan your credit card information you have provided us into your file. The card information is securely protected by our HIPAA-compliant practice management system. This system stores the card information for future transactions using the same sort of technology that any online retailer would. We can't see the card number – only the last 4 numbers, giving us no way to use the card outside of our 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. The credit card information form is shredded immediately after your credit card information is stored and secured.