



Texas Orthopaedic Associates, L.L.P.



We have implemented a new billing and collections process.

Secure payment process

We have partnered with Health iPass to bring you a convenient and highly secure payment process.

What Health iPASS will do

You will be asked to put a credit card on file, which will not be charged until your insurance company has processed your claim. By processing your insurance first, we will only charge you for your exact out-of-pocket responsibility. After your insurance has processed, you will receive an email informing you of the actual amount you owe and notifying you that your card will be charged in five days. If you have questions, please call the office at [214-750-1207](tel:214-750-1207).

Your personal information is safe and protected

All financial information is fully encrypted. Health iPASS maintains compliance with all industry standards, converting your information to an electronic token.

Storing your information

Once your office visit has been paid in full, the electronic token will be deleted and no longer kept on file.



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Frequently Asked Questions

In an effort to simplify your experience when receiving care and to make the payment process transparent and convenient, we are introducing the Health iPASS solution.

1. What is the card on file system?

In an effort to simplify the payment process for our patients, we are introducing a convenient, highly secure, Credit/Debit/HSA card and Bank ACH payment program for our patients. Your card-on-file will be charged for out of pocket responsibility after the notice period and an electronic receipt will be emailed to you.

2. Is my information protected?

Absolutely, your credit card information is safe and protected. All financial information is fully encrypted by our partner, Health iPASS, which maintains compliance with all industry standards.

3. How long will you store my payment information?

Once today's visit has been paid in full, this arrangement expires and your credit card information will no longer be kept on file. After your insurance has processed the claim, you'll receive your final patient responsibility (out-of-pocket) dues and payment due date via email. If there is any outstanding balance, that amount will be applied to your chosen payment method on the due date, and a receipt will be emailed to you.

4. How much will I be charged?

In addition to paying for today's visit, you give permission to Health iPASS to charge your credit card in the future if any charges are due for this visit beyond your copay and deductible. Since coverage varies across health plans, your charges will be based on the provisions and benefits allowable by your plan. You will not be charged more than what is authorized by your plan.

5. How will I know when I will be charged?

You will receive an email notification indicating the amount owed and date of the transaction after your insurance company has adjudicated the claim. A final transaction receipt will then be emailed to you for your records. Please confirm your email on file with us during the check-in process.

6. What if I decide to change the payment arrangement?

You can make alternative arrangements, either changing the payment type or requesting another payment plan by calling our office at [214-750-1207](tel:214-750-1207).



**Thank you for choosing Texas Orthopedic
Associates for your healthcare needs.**