



Kevin Farnam, M.D.

## **Credit Card on File Policy**

Adult & Children Allergy Asthma Center will require that all patients with PPO insurance and Medicare insurance have a credit card on file with us.

### **Why are we doing this?**

It's getting harder to stay in business with insurance companies squeezing solo healthcare practitioner such as ours. Our small business has limited resources and it is vital that we operate as efficiently as possible. This policy can help free up resources from chasing remaining balances and spend more energy taking care of your allergy and asthma needs which is what we enjoy doing most.

### **Will paper statements be sent?**

Sending paper statements for remaining balances can be expensive. Having a credit card on file can significantly reduce the amount of paper statements which can reduce costs and save more trees. Also, it can help prevent delayed payments by patients and prevent them from going into collections.

### **What payment options can be stored on file?**

Credit cards, debit cards or HSA/FSA cards can be saved on file. You must be physically present to save the card on file and sign the agreement.

### **Is my credit card information secure?**

The credit card number is encrypted and stored securely with Elavon, a leader in the credit card industry. No credit card number



Kevin Farnam, M.D.

is ever stored at our clinic. We can only see the last four digits of your credit card number through our practice management system.

### **How much will be charged to my credit card?**

Every insurance is different. We will do our best to provide you with an estimate of the expected charge however it is up to the insurance company what they finally pay. We do require a minimum of \$300 limit per encounter charge and \$1,000 per year. If there is a charge that is above those limits then we will call you prior to charging the credit card.

### **When will my credit card be charged?**

We will file the claim to your insurance company. After the claim has been processed we will notify you of the remaining balance via email 5 days before the charges occur. We will also notify you via email when the credit card is charged and send you an email receipt. Receipts can also be found in the patient portal as well.

### **How long does the credit card agreement last?**

The credit card will be on file for one year.

### **Can I opt out of the agreement?**

You can opt out of the agreement however you will be responsible for any remaining balance. Services cannot be provided to you until another form of payment is secured on file.

### **What if I have concerns about the charges?**

You can call your insurance company to voice any concerns to them. If there is any discrepancy with what we report to you then you can notify us and we'll be happy to correct this.



Kevin Farnam, M.D.

### **Is this common?**

Many doctor's offices require a credit card on file and major healthcare organizations are advocating for this to become common practice.

### **Can I setup a payment plan?**

Yes after the claim has been processed and an email has been sent to you regarding the remaining balance you can contact our Financial Counselor who can to setup a credit card payment plan for you. However, you must notify our Financial Counselor within five days after the email has been sent to you to setup the payment plan.