



## **BILLING AGREEMENT FAQs**

**IT IS THE POLICY OF PEDIATRIC ORTHOPAEDIC SURGERY ASSOCIATES TO REQUIRE EITHER A CREDIT/DEBIT CARD OR HSA/FLEXIBLE SPENDING CARD TO BE KEPT ON FILE FOR ALL PATIENTS**

### **WHY DO YOU NEED TO STORE MY CREDIT CARD?**

For our practice to run properly and provide excellent care, we require payment for services rendered. With the changes in healthcare plans and increase in deductibles, balances (either all or a portion) are the responsibility of the patient after their claim has been processed.

### **WHAT IS THE NAME OF THE COMPANY YOU USE TO STORE MY CARD INFORMATION?**

The product/service we use for storing your credit card and to process all payments is the Square Tenninal (Square, Inc.). Square keeps payment information safe by encrypting all information (whether a payment or storing information) as soon as it's received. Square monitors all transactions to detect suspicious behavior. Square card processing applications adhere to Payment Card Industry (PCI) Data Security Standard (Level I) and is Compliant & Cyber Security insured.

### **WILL SQUARE SHARE OR SELL MY INFORMATION STORED?**

Square will not rent or sell your personal information to others. The only information shared is what is required for the purpose of processing payments to verify identity and detect possible fraudulent activity.

### **WILL YOU CHARGE MY CARD WITHOUT NOTIFICATION?**

**NO.** If you have health insurance, your claim will be submitted. If after your claim has been processed there is a balance due, you will be sent a bill. Our bills are due upon receipt. If payment is not received by the date indicated on the bottom of the billing statement (30 days following the statement date), the balance due will be ran to the credit card stored on file. If payment is received BEFORE the date indicated, your card will not be charged.

### **WHAT CAN BE CHARGED TO THE CARD?**

Your stored card can only be used for expenses incurred at our office.

### **WHAT INFORMATION IS VISIBLE TO YOUR EMPLOYEES?**

Your credit card information will be limited to the last four digits of the card number, and the expiration date. **NO ONE IN OUR OFFICE (INCLUDING MANAGEMENT) WILL HAVE ACCESS TO YOUR CARD NUMBER.** We do not keep a copy of your card or card information anywhere in our office.

### **WILL I RECEIVE NOTIFICATION IF MY CARD IS USED?**

If you have an email address on file, you will be notified anytime your card is charged, and if there are changes made to your stored customer information. Square does a very good job of keeping you always informed.

### **CAN I USE MY STORED CARD ON FILE FOR MY OFFICE VISITS?**

It is preferred that you present your actual card for payment in the office during a visit. For certain circumstances, we can use your stored card on file, but generally you will always be asked to present your card for any payments.

### **IF I REMOVE MY CREDIT CARD ON FILE, WILL I STILL BE ABLE TO BE SEEN AS A PATIENT?**

If you remove your card on file, we reserve the right to refuse further medical treatment as it is a violation of our billing agreement.