

Credit Card on File/Easy Pay Policy



Starting March 1, 2023, Ticho Eye Associates will require that all patients provide a credit card to be kept on file with our office. Our goal is to make the billing process as simple as possible.

Many insurance plans require deductibles, co-insurance and/or co-pays in amounts that are unknown to you, or to us, at the time of your visit. To make managing payments easier for both our patients and our staff, we will require credit card information at the time of check in. This policy is a convenient method to pay for the portion of services that are deemed patient's responsibility by your insurance plan. This payment process will **NOT** compromise your ability to dispute a charge or question your insurance company's determination of payment.

As we continue to strive to protect the security of personal information, your credit card information is encrypted and is not visible to Ticho Eye Associates personnel. We run our payments through our HIPPA compliant, secure management software.

Cards on File will be used for:

- **Copays** – Are still due at the time of visit. This is a pre-set fee determined by your health insurance policy. We are required to collect co-pays to remain compliant with our contract with your insurance company.
- **Deductibles** – Your card on file will be utilized to settle any deductible amount due after your insurance plan has paid their portion for visit or service, within 30 days. It is always a good idea to contact your insurance plan to determine how much of your annual deductible has been met prior to each visit.
- **Co-insurance** – Your card on file will be utilized to pay your percentage not covered by insurance and not paid at the time of your visit or service. For example: If your insurance covers at 80%, we will require the 20% balance to be paid after your health insurance company does not pay. You may wish to determine if your visit/service is covered by your health insurance policy before you are seen.
- **Outstanding Balances** – If your account has an outstanding balance, your card on file will be used to settle that outstanding balance. If the outstanding balance is too large for one transaction, a payment plan may be worked out.

***** Accounts that do not keep a card on file are subject to a \$25 processing fee**

Nothing is changing about how much you pay. When you come to our office and receive a service, you do so with the understanding that you are ultimately responsible for the cost of your care.

Overview

- Once your insurance has processed our claim, they will send an Explanation of Benefits (EOB) to both you and our billing department showing what your total patient responsibility is. It is your responsibility to contact your insurance carrier immediately if you disagree with the patient responsibility amount owed.
- In the case when a credit card has reached its limit maximum or it's expired, the billing department will notify the patient via phone/mailed statement. The patient will have an additional 30 days to arrange payment before the bill is subject to additional collection activity. If you have any questions about this policy, please contact our billing department at 708-873-0088 option 4.

FAQs

When I booked my appointment, I was told I must keep a credit card on file with the office. I've never heard of that before.

Credit Card of File (CCOF) is the new standard in the healthcare industry nationwide, and soon all high-quality medical practices will adopt it.

How does CCOF work? I'm nervous about giving up my sensitive information.

Your card information is securely protected by the credit card processing component of our HIPPA compliant management system. This system stores the card information for future transactions using the same technology that credit card companies use. There is no way to export the card information out of our system. We can only use it to process a payment in our practice management system.

I always pay my bills on time. Why do I have to do this?

Nothing is changing about how much you have to pay or how much time you have to pay your bill. When you come into our office and receive a service, you do so with the understanding that you are responsible for the cost of your care. CCOF will only cover your responsibility after your insurance pays its contracted share.

What if there is a problem with my bill and I don't notice it until after the payment processes?

We hope that this doesn't happen. We routinely review the accuracy of claims processed by insurance and will contact you if we find a problem. If you find a problem, call us and we'll investigate. If we owe you money, we will refund it promptly to the same card.