



Patient Information Re: Credit Card on File Policy

To Our Patients:

We have implemented a policy requiring a credit card to be held on file. As you may be aware, the current health care market has resulted in insurance policies increasingly transferring costs to you, the insured. Some insurance plans require deductibles and co-payments in amounts not known to you or us at the time of your visit. We need to ensure that we have a guarantee of payment on file in our office.

Similar to hotels and car rental agencies, you are asked for a credit card number at the time you check in and the information will be held securely until your insurances have paid their portion and notified us of the amount of your share. Your credit card information is stored in a compliant site which meets the payment card industry data security standards.

You will receive a statement from your insurance carrier that explains how much of your office visit they pay and how much you pay. This is called an Explanation of Benefits or EOB. This letter tells you exactly, according to your health insurance coverage, how much of your health care bill is your responsibility and how much is the responsibility of your insurance to pay.

Once we receive the Explanation of Benefits from your insurance carrier, any remaining balance owed by you will be charged to your credit card. This in no way will compromise your ability to dispute a charge or question your insurance company's determination of payment.

If you have any questions about this payment method, do not hesitate to ask.

Sincerely yours,

Frederick Gastroenterology Associates