



## Credit Card on File Policy

Thank you for choosing Intown Counseling & Wellness, LLC for your behavioral health needs. We are committed to providing you with exceptional care, as well as making our insurance billing processes as simple and efficient as possible. Recent shifts in the healthcare industry have resulted in insurance companies increasingly transferring costs to our clients. This is driving many practices to adopt new financial policies to enable more efficient operational processes. Some insurance plans require deductibles and co-payments in amounts not known to you or us at the time of your visit.

To streamline our billing and payment system and to provide a seamless, convenient way for clients to pay their bills, effective March 1st, 2018, Intown Counseling & Wellness, LLC will require all patients keep an active credit card on file with us. We will bill your insurance company first and upon their determination of benefits, we will only charge your credit card when they inform us of patient responsibility. Circumstances when your card would be charged include but are not limited to: missed or canceled sessions without 24 hour notice, missed co-payments, deductible and co-insurance, any non-covered services and/or denial of services.

- Once your insurance has processed your claims, they will send an Explanation of Benefits (EOB) to both you and our office showing the amount of your total patient responsibility. You will typically receive the EOB before we do, so if you disagree with the patient responsibility balance owed, it is your responsibility to contact your insurance carrier immediately.
- When we receive the EOB, we will enter all pertinent payment information into our system. At that time, any remaining balance owed by you will be charged to your credit card and a copy of the charge will be sent to you.

If the credit card we have on file for you changes, please notify your clinicians IMMEDIATELY by phone or email. It is not uncommon for people to change or cancel their credit cards for various reasons, including when a credit card expires. That is quite understandable. If we run your credit card and it is denied for any reason, we reserve the right to charge an additional \$25 declined card fee if we are not able to run a new credit card within 7 days.

We will contact you or leave you a phone message on the phone number you provided for us, asking you to give us a call with the new number right away. We will enter the new credit card number into your file, and that will become your new card on-file, subject to the same financial policy as the card you gave us in-person when you were in our office.

If there is a problem with your bill/claim and it is brought to our attention after your credit card payment processes, we will investigate it and if we owe you the money, we will refund it to the same card in a timely manner. We understand that there are legitimate reasons that you may not have a credit card. If this is the case, you are welcome to leave an HSA (Health Savings Account) or Flex Plan Card on File. You may also pay for the visit with cash or a personal check.

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## COUNSELING & WELLNESS

### Credit Card on File Policy Acceptance Form

By signing below, I agree to all of Intown Counseling & Wellness, LLC's Credit Card on File Policy and I authorize Intown Counseling & Wellness, LLC to keep my signature and a valid credit/debit card number securely on-file in my account.

I allow Intown Counseling & Wellness, LLC to automatically charge my credit card for any outstanding balances. These may include: insurance denials for ANY reason (including no referral on file); missed or canceled appointments; deductibles; co-insurances; partially paid claims. Missed or canceled appointments without 24-hour notice will be charged the full fee at the time of the appointment.

If the credit card that I give today changes, expires, or is denied for any reason, then I agree to immediately give Intown Counseling & Wellness, LLC a new, valid credit card which I will allow them to key-in over the phone. Even though Intown Counseling & Wellness, LLC is not swiping this card in person, I agree that the new card will still be subject to the financial policy listed here and may be used with the same authorization as the original card which I presented in person.

I understand that I am responsible for payment for all medical services provided to me by Intown Counseling & Wellness, LLC. I understand that my insurance may deny or delay payment for these services or only partially pay them, and I agree to allow Intown Counseling & Wellness, LLC to immediately charge my credit card on file for the balance if that happens. I understand that this form is valid until I cancel this authorization through written notice to Intown Counseling & Wellness, LLC.

**Name on Card:** \_\_\_\_\_

**Card Number:** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_ **CCV #:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

\_\_\_\_\_  
Signature of Patient / Credit Card Holder  
(or Legal Guardian)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name of Person Signing Above

\_\_\_\_\_  
Relationship to Patient