



## Frequently Asked Questions Regarding Our Credit Card Policy

**Where will my credit card number be kept?** It will be kept in a secured accessible only by our office manager in the event it needs to be used for billing.

**Are other practices doing this?** Many pediatric practices in the area require a credit card be kept on file for unpaid copayments and bills.

**Why am I being asked for this information?** When we provide care for your child, we are extending credit to you for the service provided. Unfortunately, some patients do not pay their bills to us at all. Every year we are left with tens of thousands of dollars in unpaid bills. The vaccines we purchase are very expensive, the overhead for providing them is high, and we make little or no profit on them. When families neglect to pay their bills, this increases our costs which ultimately get passed to the rest of the practice and its patients.

**I always pay promptly. Why do I need to leave this number?** If you pay promptly, your credit card will never be billed.

**What if I can't pay my bill within the 60 days allotted?** Please notify our billing office so that we can assist you in this matter.

**I'm concerned about credit card fraud.** We will make every effort to ensure that your credit card information is safe and secure. It will be locked and only accessed in the event of non-payment. The risk of credit card fraud when giving a card at a restaurant or when making a purchase is far greater since the card number can be viewed by a number of people.

**What if I am unwilling to leave a credit card number?** Unfortunately, we will not be able to continue to serve as your child's pediatric practice. If a family pays their copays and bills in a timely manner, their credit card will never be billed.