



## **AutoPay FAQ**

### **Q: What is AutoPay?**

A: AutoPay is our new payment initiative which will help reduce check out time, paper bills and receipts, and allow for a better office flow during this critical time.

### **Q: How does Auto Pay work?**

A: Your credit card will be captured today and stored securely. Your credit card on file will only be charged when you have a copay due or a time-of-service charge.

### **Q: How will I know how much you are going to charge me?**

A: You will receive an emailed receipt as soon as your card is charged.

### **Q: What if I need to dispute my bill?**

A: We will always work with you to resolve any issues and will refund you if we have made a billing error. We will only charge for the copay amount designated by your insurance company or a time-of-service charge.

### **Q: What is the time-of-service charge?**

A: A time of service charge is a fee charged for a service not covered by your insurance company. Covered services vary by insurance company. These fees are due at the time of your visit and by using the Autopay system you can reduce your checkout time and potential late payment fees by forgetting to pay at the time of your visit.

### **Q: What is the maximum you can charge by card?**

A: As per the Autopay agreement we will not charge your credit card more than \$100 per patient per visit unless you authorize a larger payment.

### **Q: Does Autopay work with a Health Savings Account?**

A: Absolutely! It works exactly the same way it does with other credit cards.

### **Q: What if I would like to change my card on file or what if my card expires?**

A: Our office staff and billing team are always available to support you. Feel free to contact our office or our billing team at (201) 252-8700 with any questions or concerns.

### **Q: How do I know my credit card information is safe?**

A: We work with one of the nation's top payment gateways. Your credit card information is encrypted and stored off-site, just as it is when you leave it with iTunes or Amazon or any other reputable online retailer. No one at Old Tappan Pediatrics has access to your information, and after we have swiped your card once, you will never have to give us that card again. We simply access your account on the gateway and process your payment, the same way iTunes or Amazon does when you make a purchase with them.