

Credit Card On File Policy

At Mt. Shuksan Family Medicine and Dermatology, we require keeping your credit, debit or HSA card on file as a convenient method of payment for no show appointments, late cancellations and co-payments.

Your credit card information is kept confidential and secure and charges/payments to your card are processed only in cases of a late cancellation, no show or failure to pay co-pay at the time of service. A PDF receipt will be emailed for your records after payment has been processed.

I authorize Mt. Shuksan Family Medicine and Dermatology to charge for late cancellations, no show appointments or co-pays owing to the following credit or debit card:

I Authorize Front Office Staff to swipe/dip credit card and save under my 'Payment Profile' in our encrypted credit card program (ECC). (Please hand card to front-office staff for encryption of card in our system).

Provide details of credit/debit card or HSA card below:

Amex Visa Mastercard HSA

Credit Card Number: _____

Expiration Date: ____/____/____ CVC: _____

Billing Zip Code: _____

Cardholder's Name: _____

I (We), the undersigned, authorize Mt. Shuksan Family Medicine and Dermatology to charge my credit card, indicated above, for the balances due for late cancellations, no show appointments and/or co-pays due at the time of service.

This authorization will remain in effect until I (we) cancel this authorization.

To cancel, I (we) must give a 60-day notification to Mt. Shuksan Family Medicine and Dermatology in writing and the account must be in good standing.

Patient Name (Print): _____

Patient Signature: _____

Date: ____/____/____

Credit Card on File Policy - Frequently Asked Questions

Effective **Monday, March 21, 2022**, Mt. Shuksan Family Medicine and Dermatology will require all patients keep an active credit card on file with us. Circumstances when your card would be charged include but are not limited to:

- missed or cancelled appointments without 48-hour notice Monday – Friday, 8am – 5pm (cancellations after 5pm on Friday or called in on the weekend will be considered as a late cancellation)
- missed co-payments, deductible and co-insurance
- telehealth visits if the patient does not have stable internet, is not in a private location, or is not available and ready for the appointment
- late arrivals – arriving 10 minutes or more after your scheduled appointment will also be cancelled

Please read through the following FAQ section for further information.

Why the change? With the changing environment in healthcare, more responsibility of payment is being placed on the patient in the form of copays and deductibles. Additionally, even though we make every effort to remind you of your scheduled appointments using text and email, we are experiencing a high number of no shows and late cancellations, thus, it has become necessary to ensure we have a guarantee of payment on file in our office.

Do I need to sign the secured credit card policy? Yes. Your signature ensures understanding of our financial policy.

How will I know how much you are going to charge me? Late cancellations and no shows will be charged \$80. If you do not pay your co-pay at the time of your appointment, your co-pay amount will be charged.

But wait, I'm nervous about leaving you my credit/debit card. We do not store your sensitive credit/debit card information in our office. Your information is stored on Link Gateway credit card processing platform, which uses PCI-Validated Point-to-Point Encryption (P2PE)—the most secure technology available—and includes support for EMV chip-card transactions, reducing credit card processing security risks for our patients.

When do I give you my credit/debit card information? Your credit card information must be given to front office staff before you are seen by a provider.

My Health Plan Has a Health Savings Account (HSA) Card. Can I Keep My HSA Card On-File? Yes, you can keep your HSA card on file, however, we may require an additional card to be kept on file should the funds in your HSA account become insufficient or is not eligible for late cancellation or no show fees.

What If I Have More Questions? Our staff is happy to speak with you about your account at any time. Please call our Office Manager at 360.647.1900 during normal business hours or email at rdrafts@hinet.org with any questions.