Financial Policy Continued

Credit Card on File Policy

Oasis Mental Wellness, PLLC is committed to reducing waste and inefficiency and making the billing process as simple and easy as possible. We therefore require that you provide a credit card on file with our office. Payments are run through a HIPAA-compliant, secure practice management software Charm Health. Your payment information is stored on Charm Health's secure servers for future transactions. Office personnel will not have access to your card. For your protection, only the last 4 digits of your card will show in our system.

Payment is expected at the time of service through whatever payment method is desired – cash, check, Visa, Mastercard or Credit Card. If you cannot pay your amount at the time of the visit, it is up to the provider's discretion to allow the appointment to continue. Remember that this clinic does not take insurance and therefore cannot rely on reimbursement from insurance providers to pay this clinic for services rendered. It is imperative for this clinic to stay in business to collect payment promptly to be able to continue to operate.

During the time you leave a credit card on file, if it expires or otherwise becomes uncollectable, we will expect you to promptly provide a new means of payment.

Credits on your account will be returned to the credit card on file.

To avoid any issues of discrimination or favoritism, all patients will be required to have a credit card on file.

FAQs:

How does CCOF work? I am nervous about giving up my sensitive financial information.

Your card information is securely protected by the credit-card processing component of our HIPAA-compliant practice management system. This system stores the card information for future transactions using the same sort of technology that credit card company's use. We cannot access the entire card number – we can only see the last 4 digits. There is no way to export the card information out of our system. We can only use it to process a payment in our practice management system, which creates an indelible record (one that cannot be deleted).

How the credit card on file system works to drive down administrative costs

Staff will spend less time entering credit card information for each transaction. Once your CCOF is in our system, check-in and check-out time is much shorter for you as well. However, if you want to use a different card than the one on file for payment of your appointment, let the provider know.

How the CCOF process benefits patients

First and foremost, it is far more convenient for you – you don't have to call the office or buy a stamp or worry about getting around to pay the bill. It takes the hassle out of the process, especially for patients who have HSA cards to pay for their medical care. If you want to use a different card, please let the office know promptly.

What if there is a problem with my bill and I don't notice it until after the payment processes?

If you find a problem, call us and we will investigate it. If we owe you money, we will refund it promptly to the same card.

I have read the policy and agree to the terms.

(Signature of Patient or Guardian) (if Guardian, include DOB) Date