

CHAPEL VIEW AUTOMATIC BILL PAY

Chapel View Automatic Bill Pay makes it simple for you to pay for any services that may be your responsibility. With one step, you approve charges which will only be used to pay balances that remains after your insurance company processes your claim. If your insurance provider indicates that you do not have a balance due, your credit card will not be charged.

Here are some answers to frequently asked questions:

1.) How will Chapel View Automatic Bill Pay benefit me?

Never worry about writing checks or mailing payments on time. We will process your payment automatically. Also, the process reduces paper invoicing, reducing the mail you receive and keeping the environment healthy.

2.) When might I be responsible for payment of my medical services?

Payment may be needed for many reasons and will be determined by your insurance plan coverage. The most common reasons for patient responsibility are co-pay, deductibles, co-insurance and non-covered services. We will continue to collect co-pays, form fees, and no-show fees on the day of service.

3.) How much will I be charged?

The amount charged to your credit card will vary, depending on your coverage. If your medical services for a visit are fully covered, your credit card will not be charged. The maximum charge to your card will not exceed the amount owed. This is determined by your health insurance company not by our office. Please contact your health insurance company if you disagree with their determination. Please note that form fees, missed appointment fees, noncancelled appointment fees will be your responsibility and are not processed by your insurance company.

4.) Will my credit card be charged right away?

No, your card won't be charged right away. Once the claim has been processed by your insurance company, your credit card will be charged the amount that is your responsibility. The process takes from 1-6 weeks, depending on your plan. Please sign in to your insurance portal or track your explanation of benefits when it arrives in the mail. You may call your insurance company to find out their turn around time for processing claims.

5.) Is my credit card information safe?

Yes, we continually strive to protect the security of personal information. Your credit card information is not accessible. We use TransFirst, one of the largest providers of secure payment processing.

6.) Will my credit card be charged for future appointments?

Your credit card will only be charged for each visit when your insurance company states you owe a balance. You will receive an Explanation of Benefits stating this amount from your insurance company. Often you receive this before we do. If the insurance company states that your insurance is inactive or retroactively states you are responsible for your bill, automatic bill pay will be used to conveniently pay your bill.

Thank you for choosing Chapel View Family Care.