



Why did you introduce Auto-Pay?

One of the benefits of the pandemic is implementing separate entrances for our well and sick visits. We're always looking for ways to improve our patient experience to find even better ways to serve our families. AutoPay does both. By automatically processing payments and co-pays, it makes your visits faster and your payments much easier, saving your time and mail and paperwork.

How do I know how much I had to pay?

As soon as we process a payment, whether it's a co-pay or a balance due, we'll immediately send you a receipt via email. You'll also still receive your Explanation of Benefits from your insurance company.

What if I have a large balance? Will you charge it all at once?

For any amount over \$100, we'll contact you directly before we charge your card. If you approve the amount and want to pay it all at once, we'll process your Auto-Pay as usual. If you can't or don't want to pay it all at once, we'll work with you to set up a payment plan. It will always be your choice.

How do I know my credit card information is safe?

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 Millburn Pediatrics has access to your information, and after we've swiped your card once, you'll 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.

What if you make a mistake and charge me too much?

If you get your email receipt and think we made a mistake, just give us a call in the office. Our Billing Manager is always happy to talk to you about your charges and payments. If we made a mistake, we'll correct it and refund you right away.

Why will you charge the paper-and-processing fee?

As we have with many of the processes in our office, from texting appointment confirmations, to using Electronic Medical Records, from opening our patient portal to using our back door for sick appointments, we're doing our best to save time and money for both you and us by streamlining our work and eliminating as much wasted time and paper as possible. AutoPay helps us do both, and it allows us to work much more quickly and efficiently. For the added

time, work, and expense of processing, printing, and mailing a billing statement, then receiving and processing a traditional payment, we'll be charging that fee to help offset our costs.

Does AutoPay work with Health Savings Account cards?

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

What if I have other questions about AutoPay?

We're always happy to answer your questions, address your concerns, or help you in any way we can. About anything. Just give us a call during normal business hours. As always, we'll take great care of you!

Millburn Pediatrics and AutoPay: Convenient for You. Efficient for Us. Green for Everyone.