

Check-In and Payments are as Easy as 1, 2, 3!

With HealthiPASS, managing your appointments and medical costs for you and your family has never been easier!

HealthiPASS helps you track appointments and experience a fast and easy check-in when visiting **Associates in Orthopedics**.

Our system gives you the ability to see your insurance benefits and provides a summary of your financial responsibility at the time of your doctor's visit. **HealthiPASS delivers price clarity, peace of mind, and convenience right at your fingertips!**

Step 1

CHECK IN FOR YOUR APPOINTMENT

Check-in using any of three convenient payment methods:

- **Swipe**
- **Scan**
- **Enter Confirmation Code**



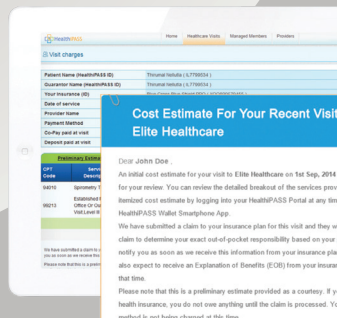
Learn about your insurance benefits in real time. Pay prior balances, co-pay, and pre-service deposits using the convenient payment methods. At this time you have the ability to provide payment authorization for any remaining balances after insurance payment.

Step 2

KNOW WHAT YOU OWE OUT-OF-POCKET EXPENSES

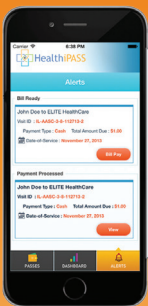
Our system provides complete transparency into your financial responsibility by providing an email statement of your out-of-pocket costs.

Your final out-of-pocket is determined by your insurance company. We will present a final bill through an e-statement before your card is charged.



Step 3

AUTO-PAY BALANCE OWED



Provider: ELITE HealthCare

Total Amount: \$146.97 USD

Payment Type: Mastercard

Receipt Date: 11/27/2016

Visit ID: ILAASC-3-0-112713-2

Once your insurance company processes the claim and makes the final determination of your exact out-of-pocket costs, we will present a final bill to you via email. Any balance owed is deducted 3-5 days after you receive your bill. A receipt will then be emailed to you.

FAQs

Frequently Asked Questions

In an effort to simplify your experience when receiving care and to make the payment process transparent and convenient, we are introducing the new **HealthiPASS Patient Check-In and Payment System**.

1. How will I receive my check-in information?

Before your visit, you will receive an appointment reminder email giving you information and instruction about your check-in options.

2. What is the card-on-file system?

In an effort to simplify the payment process for our patients, we are introducing a convenient, highly secure, Credit/Debit/HSA card and Bank ACH Payment program for our patients. Your card-on-file will be charged for your out-of-pocket responsibility after the notice period. An electronic receipt will be emailed to you upon completion.

3. Is my information protected?

Absolutely, your credit card information is safe and protected. All financial information is fully encrypted maintaining compliance with all the industry standards.

4. How long will you store my payment information?

Once today's visit has been paid in full, this arrangement expires and your credit card information will no longer be kept on file. After your insurance has processed the claim, you'll receive the final patient responsibility (out-of-pocket) amount and payment due date via email. If there is any outstanding balance, that amount will be applied to your chosen payment method on the due date, and a receipt will be emailed to you.

5. How much will I be charged?

In addition to paying for today's visit, you give permission to HealthiPASS to charge your credit card in the future if any charges are due for this visit beyond your co-pay, prior balance, and deposit. Since coverage varies across health plans, more charges will be based on the provisions and benefits allowable by your plan. You will not be charged more than what is authorized by your plan.

6. How will I know when I will be charged?

You will receive an email notification indicating the amount owed and date of the transaction after your insurance company has paid the claim. A final transaction receipt will then be emailed to you for your records.

7. What if I decide to change the payment arrangement?

You can make alternate arrangements, either changing the payment type or requesting another payment plan, by calling Associates in Orthopedics at 978-373-3851 (Press 4 for the Billing Office).

Thank you for choosing Associates in Orthopedics for your healthcare needs!

