

## **Financial Policy Frequently Asked Questions & Concerns.**

### How do you keep my information secure? / Who has access to my information?

The information is scanned into a system that is PCI compliant. Their compliance is tested daily. Once it is in the system, only select business office employees have the ability to process charges but NO ONE can see the account number. It is encrypted. Therefore, it cannot be taken and used outside our practice.

### I don't want you to charge my card without notifying me.

We send a statement allowing 30 days to respond with a different method of payment or discuss a dispute.

### Why are you doing this?

Based on patient feedback, our practice elected to have this as a practice wide policy which applies to all patients.

### I have never made any late payments.

We appreciate your cooperation and recognize your prior compliance. The policy is designed for consistency and is therefore effective for all patients regardless of financial history.

### This is not legal.

This is a legal policy. As a business we have the right to establish our own financial policy.

### What if I don't have a credit card?

Our system is able to record checking account information in the same secure manner.

### I am worried about identity theft.

We appreciate this is a concern in the world today. Your personal information which includes your address, phone number, social security number, etc. is maintained in a separate database. Therefore, your financial information is not connected with this personal information.