

# EZBill Billing Policy

MainStreet Family Care and KidsStreet Urgent Care is committed to treating you as a family member every step of the way, even when it comes to managing your billing and payments. That's why we offer EZBill. You don't have to be bothered with mailing in a payment once your health plan pays its portion. You won't be nagged by calls from our billing or collections office or risk damaging your credit by missing a bill in the mail. With EZBill, your bill is paid when it's due, much in the same way you may automatically pay your phone or cable bills.

## Here's How it Works:

1

When you check in at the clinic, you'll swipe your credit or debit card to pay your regular copay. Your card information goes directly to a highly secured offsite location where the EZBill team manages the bill paying process.

2

We submit your bill to your health insurance company for payment. After your health insurance company processes your claim, you'll receive an Explanation of Benefits via text message to the phone number you provided, which shows what they paid and what is left to be paid.

3

After receiving your Explanation of Benefits or MainStreet statement, your payment responsibility will be charged to your card up to a maximum of \$129.

## Questions and Answers:

### *What are the advantages of EZBill?*

EZBill gives you the peace of mind that your payment for health care services will be handled securely, accurately, and on time. We keep you informed, and you can ask questions at any time.

### *Will my credit card be charged today?*

If you have a copay, you will be asked to pay that amount on the day you receive care from MainStreet Family Care. The EZBill team then waits for your insurance company to tell us how much you owe. You will also receive a notice from your insurance with your remaining balance. After you receive notice, we will charge that amount to your card, up to \$129.

### *Are you going to keep my credit card number on file?*

MainStreet Family Care does not keep credit or debit card information physically in our clinics or in our computer systems. We partner with Stripe, which has passed the most rigorous Payment Card Industry Data Security Standard, supported and audited by the PCI Security Standards Council.

### *Can I change my method of payment later?*

Absolutely! Once you receive an Explanation of Benefits from your insurance provider, simply update your card information by clicking the link in the text message we send to your or contact our billing department to make alternative payments.

