



Credit Card on File Policy for Families

Pediatric Associates of the Northwest requests that a valid credit card be kept on file, except for patients with Medicaid insurance.

This policy is designed to:

- Help you avoid billing related fees
- Streamline the office billing process
- Most importantly, focus our time and energy on your children and their medical care

The card information is stored electronically in an encrypted form and **cannot be viewed by our office staff. All paper forms will be shredded once scanned.** Your signature will authorize the card to be used **only** when your balance becomes past due.

How the policy works:

1. At the time of registration or check-in, you will be asked for your credit card information to be electronically stored in encrypted form in our computer. Only the last four digits are visible to our staff.
2. As before, we will bill your insurance carrier as a courtesy for all charges related to the visit.
3. When we receive an explanation of benefits (EOB) from your insurance, we will send you a statement the following month via text or mail. If we have not received payment by the 30th of the same month, we will charge the credit card on file for the balance due (on statement).
4. If **Pediatric Associates of the NW** attempts to use your card and it is declined or has expired, **Pediatric Associates of the NW** will send you a new statement with a note attached asking for current credit card information.

Please remember that this policy does not restrict your right to appeal any charge made to your credit card. If you feel that we have charged your card in error, please contact our billing office. If a mistake has been made, we will reverse the charges.

You can contact our billing department by calling: (503)419-4923.