

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

With Health iPASS, managing appointments and medical costs for you and your family has never been easier.

Health iPASS helps you experience a fast and easy check-in to your appointments at South Shore 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.

With Health iPASS, you can expect price transparency into your cost of care, a convenient end-to-end experience, and peace-of-mind right at your fingertips!

### Step 1 CHECK IN FOR YOUR APPOINTMENT



Check-in using any of these three convenient payment methods:

- Swipe
- Scan (QR code or driver's license)
- 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 offers complete financial responsibility transparency by providing an email statement of your out-of-pocket costs.

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.



Services Provided Today	Our Standard Fee	Applicable Discount	Your Responsibility
99213 - Office Visit - Lev...	\$200.00	\$(21.65)	\$78.35
94010 - Spirometry - Ba...	\$68.00	\$0.00	\$47.93
<b>Total</b>	<b>\$268.00</b>	<b>\$(41.72)</b>	<b>\$126.28</b>

**Cost Estimate**

**Multi-Job Due.**

An actual cost estimate for your services is provided at the time of your service. You can view the details of your services and the estimated charges on the Emergency Page.

### Step 3 AUTO-PAY BALANCE OWED



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 7 days after you receive your bill. A receipt will then be emailed to you.

## Health iPASS 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 Health iPASS 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 instructions and information about your check-in options.

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

This payment program will securely store your credit/debit/HSA payment information “on-file” with Health iPASS. Once your insurance company processes the claim, you will receive an email notifying you of any remaining patient balance from today’s visit. We will automatically deduct that balance from the card-on-file 7 business days later.

### 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 charged using your chosen payment method on the due date and a receipt will be emailed to you.

### 5. How much will I be charged?

You will only pay what you owe for this visit after co-pay and insurance. You will not be charged again once your post-insurance balance for this visit has been collected.

### 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 such as changing the payment type or requesting another payment plan by calling our office at (781) 337-5555.

**Thank you for choosing South Shore Orthopedics for your healthcare needs!**

