

Security Explanation



Health iPASS: Safe, Secure, and How It All Works

We partnered with Health iPASS to help make the check-in process more efficient and to offer a more convenient way to pay for any co-pays, deductibles, or co-insurance balances you owe. Plus, we offer the option to keep a payment card-on-file for that visit to cover any balances you may owe after your insurance company pays the claim. Here is a list of the features South Shore Orthopedics now offers through the Health iPASS solution along with some clarification about the card-on-file policy in response to questions by some patients about how it all works:

- **Verify your personal contact information:** After you sign in through the iPad kiosk, you will have an opportunity to verify your address and insurance information and make any changes directly on the screen.
- **Paying for prior balances/co-pays/deposits:** If you owe a balance from a previous visit(s) and/or have a co-pay based on your insurance plan, you can pay both right on the kiosk with a credit or debit card. The amount due will clearly be displayed on the iPad kiosk. We also still accept cash or personal checks for these balances.
- **Keeping a card-on-file:** Many insurance plans require South Shore Orthopedics patients to cover any remaining balance once a claim is processed by the insurance company. We now offer the option of keeping your card-on-file to cover this balance (if any) 7 days after the claim is processed. Don't worry though, the card-on-file is for that visit alone and we do not keep this card-on-file permanently, you always have the option to decline to keep it on file during your next visit. A card-on-file covers one visit only, and it is not extended to any future visit.
- **Protecting your payment information:** South Shore Orthopedics and Health iPASS take the protection of your payment information very seriously. We use a sophisticated process called "tokenization" which is the process of replacing sensitive payment data with unique identification symbols. The valuable part of this process is its ability to make any of your payment information unreachable by replacing the card number with a unique token. Think of tokenization like puzzle pieces. The credit card company has one piece; Health iPASS has another piece. Unless both pieces fit together, the information just looks like two random pieces from a giant jigsaw puzzle.

Our goal at South Shore Orthopedics is to empower and educate our patients on the cost of care through price transparency and to provide you with convenient ways to pay for any charges you may be responsible for. We welcome any questions, comments, or concerns and want to help! We hope you take advantage of the many new features of our new Health iPASS check-in and payments system!